

- Welcome to a webinar about understanding BC's Personal Information Protection Act or PIPA for short.
- If you're a physician or MOA working in a private practice, this webinar is for you.

WHERE IS THE PRIVACY TOOLKIT?

<https://www.doctorsofbc.ca/>

The screenshot shows the Doctors of BC website with a search bar at the top right containing the text 'privacy toolkit'. Below the search bar, the results show 'Your search returned 20 results.' and a list of links including 'Privacy Toolkit - FAQs', 'Privacy Toolkit - Basics', and 'Privacy Toolkit'. A large blue arrow points from the top right towards the search bar, and a smaller blue arrow points from the 'Privacy Toolkit' link in the results towards the bottom right.

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HOME > [PRIVACY TOOLKIT](#) > [SEARCH](#)

Search

privacy toolkit

APPLY

Your search returned 20 results.

Search

Privacy Toolkit - FAQs

If you are looking for information about how to respond to a **privacy** breach, enter the word **breach** and press the enter key. How can ... charging this fee. The Office of the Information and Privacy Commissioner for BC interprets "minimal fee" to be a "nominal ...

New tab content [Privacy Toolkit - FAQs ...](#)

Privacy Toolkit - Basics

... CHECKLIST: a list of steps to implement your **privacy** management program [VIEW VIDEO](#): that walks you through each topic ... policies and procedures Regularly assess your **privacy** management program and address any shortcomings Be prepared to show ...

[VIEW VIDEO](#) 2:43 [Privacy Toolkit - Basics ...](#)

Filter by post category

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The first thing you'll need to know is how to find the toolkit

- You can find it on the Doctors of BC website and direct links to it are also available on the Information and Privacy Commissioner's website and the College website
- You don't need to login to get access
- Simply type
- privacy toolkit in the search box
- and it should one of the first hits
- now, click on the link to start navigating

DISCLAIMER

- General guide for physicians in private practice
- Designed to help you comply with the law
- Help you meet expectations of patients and public
- For general information purposes only
- Does not take the place of legal or professional advice

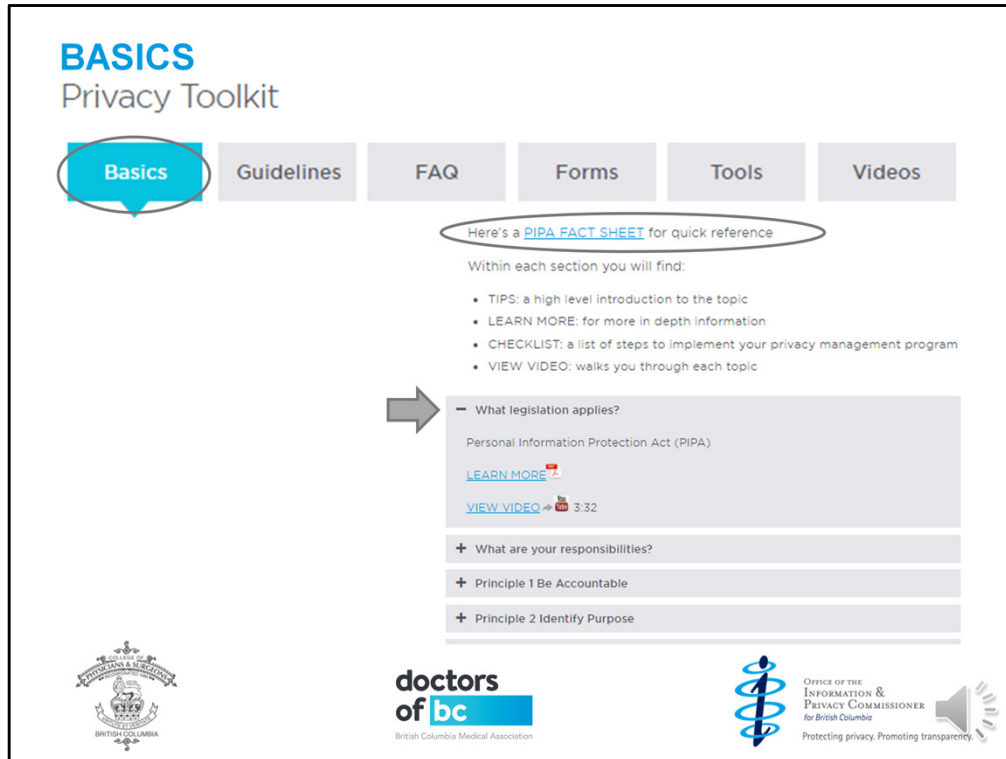


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The College, Doctors of BC and the Privacy Commissioner's office have collaborated to create this as a

- general guide for physicians in private practice
- It's designed to help you comply with the law
- which in turn will help you meet the expectations of your patients and the public
- It is for general information purposes only
- and does not take the place of legal or professional advice



- When you scroll down you'll see you're on the basics tab
- First, there's a PIPA fact sheet you can use for quick reference

Then you'll find:

TIPS that introduce topics at a high level

LEARN MORE links to individual chapters in the full privacy toolkit document

CHECKLISTS that will help you implement your privacy management program and short VIDEOS about the topic

- The first topic will be expanded
Topics here include:
BC legislation
Your responsibilities
and the 10 principles of privacy

OPEN A TOPIC

- What legislation applies?

Personal Information Protection Act (PIPA)

[LEARN MORE](#)

[VIEW VIDEO](#) 3:32

+ What are your responsibilities?

- + Principle 1 Be Accountable**
- + Principle 2 Identify Purpose**
- + Principle 3 Obtain Consent**
- + Principle 4 Limit Collection**
- + Principle 5a Limit Use**
- + Principle 5b Limit Disclosure**
- + Principle 5c Limit Retention**
- + Principle 6 Maintain Accuracy**
- + Principle 7 Employ Safeguards**
- + Principle 8 Be Open and Transparent**
- + Principle 9 Provide Access**
- + Principle 10 Permit Recourse**

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- 5

OPEN A TOPIC

➔

+ What legislation applies?
+ What are your responsibilities?
- Principle 1 Be Accountable
TIPS

- Appoint a physician to be responsible for compliance (actual work can be delegated)
- Protect all personal information held in any form by your organization or 3rd parties
- Document and implement personal information policies and procedures
- Regularly assess your privacy management program and address any shortcomings
- Be prepared to show you have a privacy management program in place that is being followed in case you are audited
- Be prepared to notify patients and report to the Privacy Commissioner when there is a breach

[LEARN MORE](#)
[CHECKLIST](#)
[VIEW VIDEO](#) 3:20

+ Principle 2 Identify Purpose
+ Principle 3 Obtain Consent
+ Principle 4 Limit Collection
+ Principle 5a Limit Use
+ Principle 5b Limit Disclosure
+ Principle 5c Limit Retention
+ Principle 6 Maintain Accuracy





- The previous topic will close and the selected one will open

GUIDELINES
Privacy Toolkit

Basics **Guidelines** FAQ Forms Tools Videos

On this page:

- Each PDF link provides expanded information
- VIEW VIDEO links to a video associated with the topic

[Confidentiality Agreements, Service Contracts and Information Sharing Agreements](#)

[VIEW VIDEO](#) 4:01

[Consent and Masking Options](#)


For more information, see [Principle 3 Obtain Consent](#) on the [Basics](#) tab


[Electronic Medical Records and Role-Based Access](#)

[Ensuring Accuracy of Medical Records and Responding to Patient Correction Requests](#)

For more information, see the [Forms](#) tab for:

- [Patient Request for Access to Personal Information](#)
- [Patient Request to Correct Personal Information](#)

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- Pop back up to the top using the Home key and navigate to the Guidelines tab by clicking on the tab name
- Here you'll have access to each guidelines chapter in the full privacy toolkit document and more videos

FAQ
Privacy Toolkit

Basics Guidelines **FAQ** Forms Tools Videos

To find a question you need an answer to, press Ctrl-F on your keyboard and enter a keyword. For example, if you are looking for information about how to respond to a privacy breach, enter the word breach and press the enter key.

How can a patient request access to their personal information?

The patient can complete and send you the [Patient Request for Access to Personal Information](#) form.

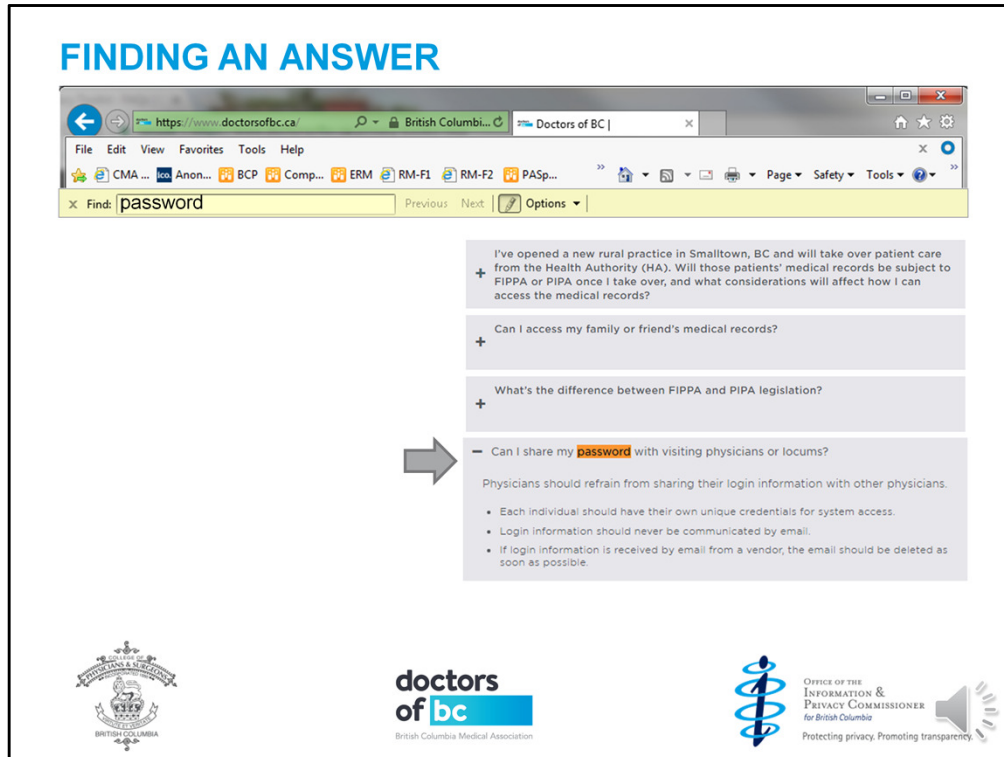
How can a personal representative of a deceased patient request access to their loved one's medical records?

How much can I charge for providing access to a patient's medical records?

What is required to provide patient information to law enforcement agencies?

What should I do if I accidentally mail something to the wrong address?

- If you've scrolled down, pop back up to the top and navigate to the FAQ tab by clicking on the tab name
- The answer to the first question will be expanded



There are so many FAQs, you'll need to search on the page using a keyword

- Press the Ctrl and F keys simultaneously to activate the "Find" function

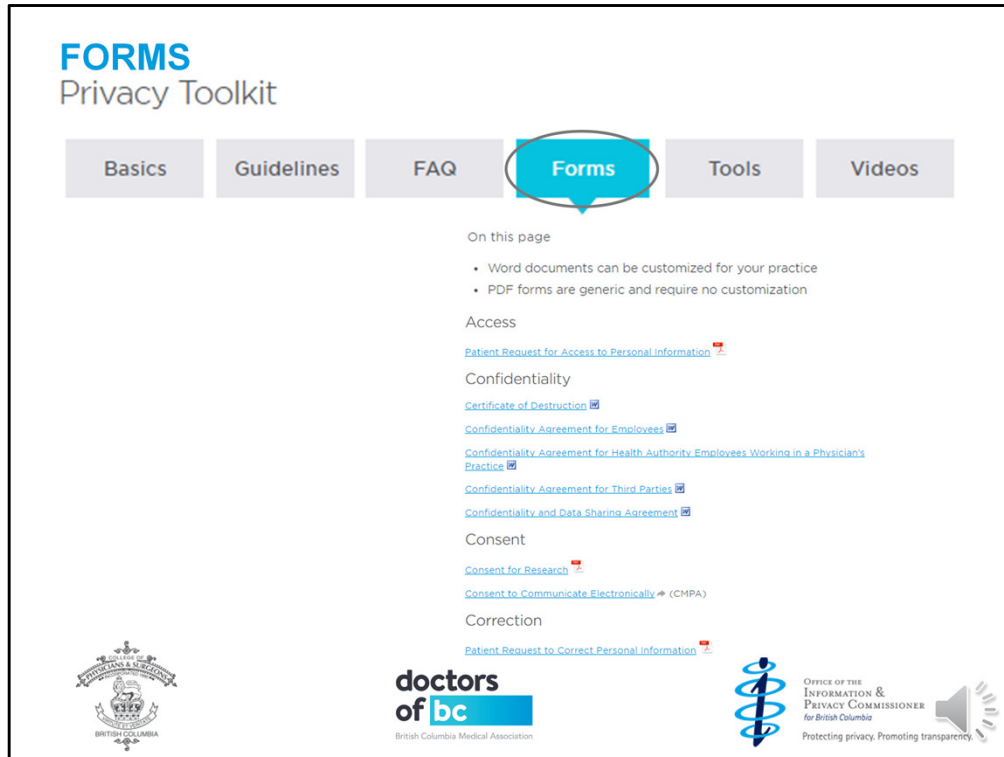
This should work in any browser

Let's say you have a question about how to handle passwords for visiting physicians or locums

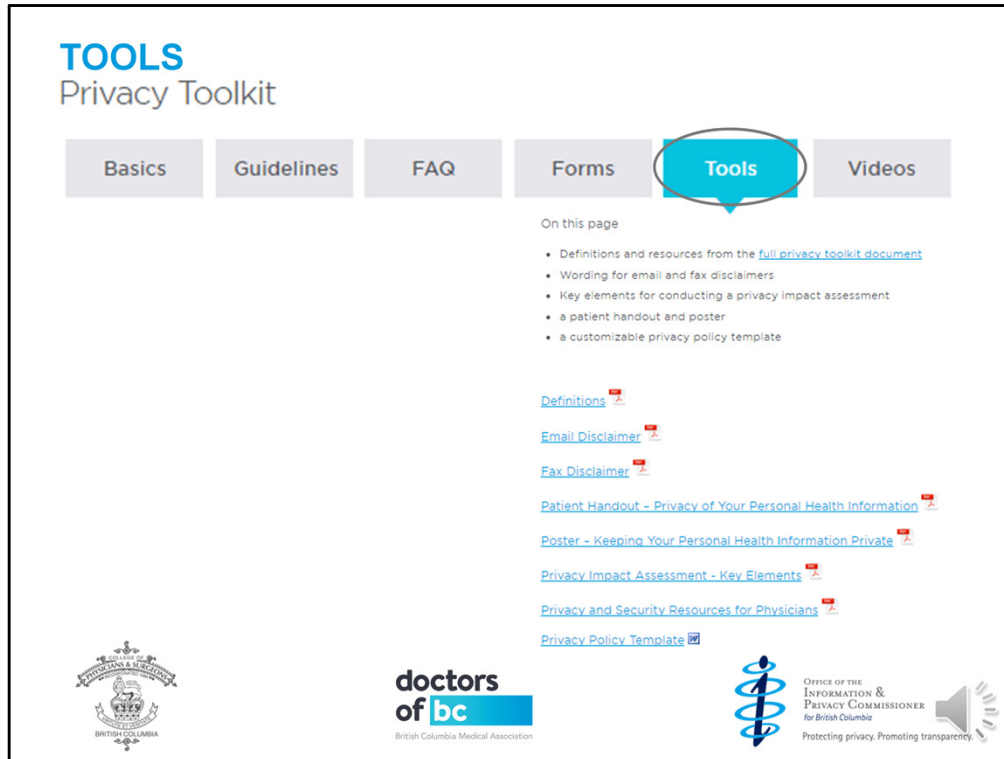
- Enter the keyword "password" and press the enter key

You may find several results, depending on the keyword

- In this case, there's only one so the browser jumps right to it
- Click on the plus sign to open the answer



- You may need to hit Home to pop back up to the top again so you can navigate to the Forms tab
- On this page, you'll find:
 - Forms that can be customized for your practice
 - and some generic PDF forms
- The confidentiality agreements can all be customized
 - Forms for access, consent and correction are generic



- Let's navigate to the Tools tab where you'll find
 - definitions and resources sections of the full privacy toolkit document
 - wording for email and fax disclaimers
 - a patient handout and poster
 - key elements of a privacy impact assessment
 - and a customizable privacy policy template

VIDEOS

Privacy Toolkit

Basics Guidelines FAQ Forms Tools **Videos**

The Information and Privacy Commissioner for BC expects your practice to have a privacy management program that includes training and education.

- These videos are about 2-4 minutes long and are accompanied by Notes pages which include points discussed.
- They can be used individually to explore specific topics.
- A [full video](#) is available for employee orientation and refresher training in your practice.

Navigating the Toolkit

Learn where to find:

- The Privacy Toolkit
- The Basics (laws, your responsibilities, principles)
- Guidelines
- FAQs
- Forms
- Tools
- Videos

Understanding the Law

Learn about the legislative framework in the BC healthcare system.

TOPICS

- Why privacy laws are needed

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- Let's navigate to the Videos tab
- The Information and Privacy Commissioner expects your practice to have a privacy management program that includes privacy training and education
You can use the link to the full video in the intro to do orientation and refresher training
- This video appears first
Below it, you'll find short videos related to the principles of privacy and guidelines for implementation
There's also a PDF for each one with notes pages containing scripts
The full video includes all of them and you'll need almost an hour for that one



PIPA SHORTS

BC's Personal Information Protection Act

QUESTIONS?

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Let us know if you have any questions