

- 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.

WHO'S ALLOWED TO ACCESS WHAT?

WHO: An individual or their authorized representative

WHAT: To their own personal information

WHY: No explanation required

WHEN: You have 30 business days to respond

WHERE: Everywhere

HOW: Search paper files, system files, emails, texts, phone



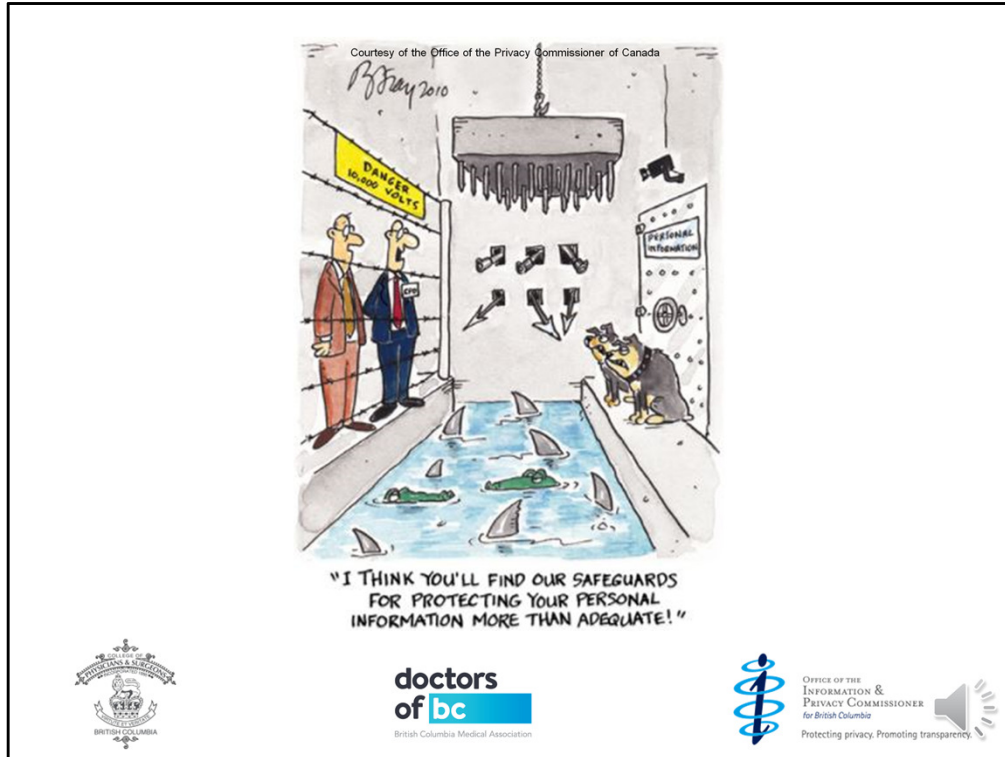
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WHO'S ALLOWED TO ACCESS WHAT?

- Individuals (or their legally authorized representatives) have a right to access
 - the personal information an organization holds about them
 - and they don't need to provide an explanation for asking
 - You have 30 business days to respond to the request
 - These records could be anywhere and it takes time because
 - you need to search your paper and electronic files, emails, texts and phone records
- Knowing where information is held and having it easily accessible is key



Make sure it's not protected so much that employees can't even get access to it

TRAIN EMPLOYEES

- Access form and assistance
- Validating the identity of the requestor
- Redacting information about others
- Minimal fee calculation and quote
- Where to search
- Making information easy to understand
- Explaining how the information is used
- Providing or not providing information and giving recourse options
- Correction form
- Correction or annotation
- Third party notification



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Employees need to know

- What form the requestor should use to request access and where to find it.
They may also need to provide some assistance on how to fill it out to minimize back and forth communications later.
 - How to validate the identity of the requestor which should be outlined in the privacy procedures
 - That they need to redact information about others, even if it is related to an investigation by ICBC, Police or WorkSafeBC
 - How to determine a minimal fee and providing a quote before proceeding. It can't exceed the cost of searching, redacting, making copies and delivery.
 - Where to search for personal information - it's handy to have an inventory
 - Making the information easy to understand by expanding abbreviations or providing a key to acronyms and codes
 - Explaining how the information is used and any other organizations it is shared with
 - Providing a copy of the information requested or reasons for not providing it and options for recourse
 - What form the requestor should use to request a correction and where to find it
 - When its appropriate to correct or annotate the information
 - That third parties with whom information was shared need to know about the changes
- Check out the Forms Tab in the Privacy Toolkit for the 2 forms a patient, employee or representative can use

Formally documenting the procedures will facilitate the process and support employee training

WEBINAR RESOURCES

- College Standards and Guidelines
<https://www.cpsbc.ca/for-physicians/standards-guidelines>
- Doctors of BC Privacy Toolkit and webinar notes (PDF)
<https://www.doctorsofbc.ca/privacy-toolkit-webinars>
- Office of the Information & Privacy Commissioner for BC:
 - Guide to PIPA
 - Privacy Breach Tools and Resources
 - Accountability Tips
 - Getting Accountability Right
 - Self-Assessment Tool for Securing Personal Information
 - Cloud Computing Guidelines
 - Guidance Document: Information Sharing Agreements
<https://www.oipc.bc.ca/guidance/guidance-documents/>



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Links to these Resources are in a PDF document on the Webinars page of the Privacy Toolkit

- College Standards and Guidelines
- Doctors of BC Privacy Toolkit and webinar notes
- and Privacy Commissioner guides, tips and resources



PIPA SHORTS

BC's Personal Information Protection Act

QUESTIONS?

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 **doctors of bc**
British Columbia Medical Association

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Let us know if you have any questions about complying with PIPA