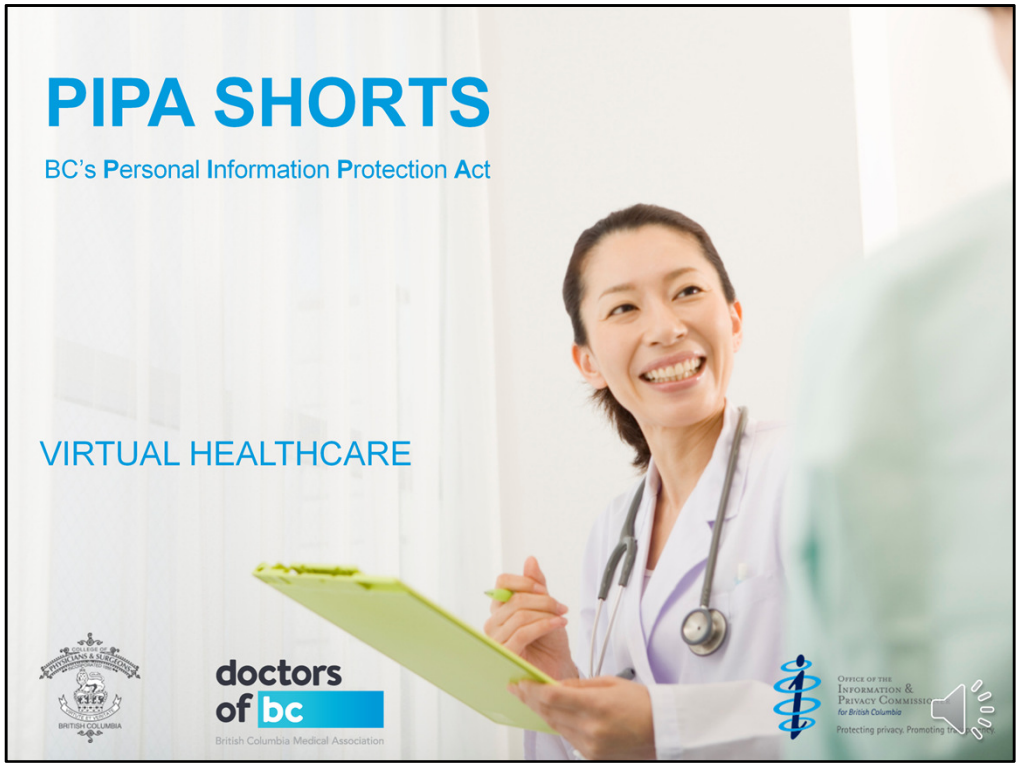
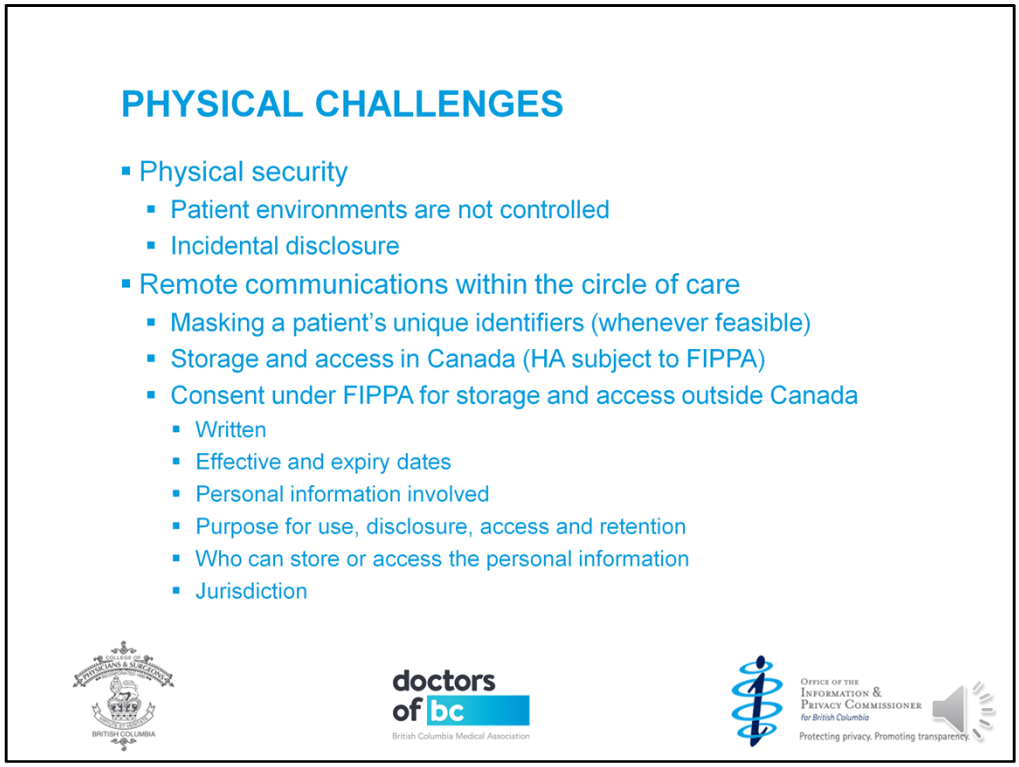


- Welcome to a webinar about understanding BC's Personal Information Protection Act or PIPA for short.
- If you're a physician or MOA working in a private practice, this webinar is for you.

- Privacy principles for virtual healthcare are much the same as they are for face to face healthcare
    - Accountability relies on a good privacy management program
    - For virtual healthcare, express consent is required and it can be withdrawn at any time by the patient without compromising their care
    - The purpose for the information provided by the patient is obvious
    - Only necessary information is collected
    - Personal information is used only for purposes the patient is aware of and they are informed of who can access their information
    - Disclosure stays within the circle of care or extends to third parties under an information sharing agreement
    - Retention is in accordance with College standards and guidelines and applicable laws
    - Safeguards
    - Accuracy and
    - Accessibility come with some data management challenges in terms of storage, maintenance and retrieval
    - Transparency of policies and procedures and
    - A process for recourse through complaint handling and breach management practices



There are some inherent physical challenges in providing virtual healthcare

- Physical security is challenging because
    - Patient environments are not controlled and
    - Incidental disclosure may occur without consent

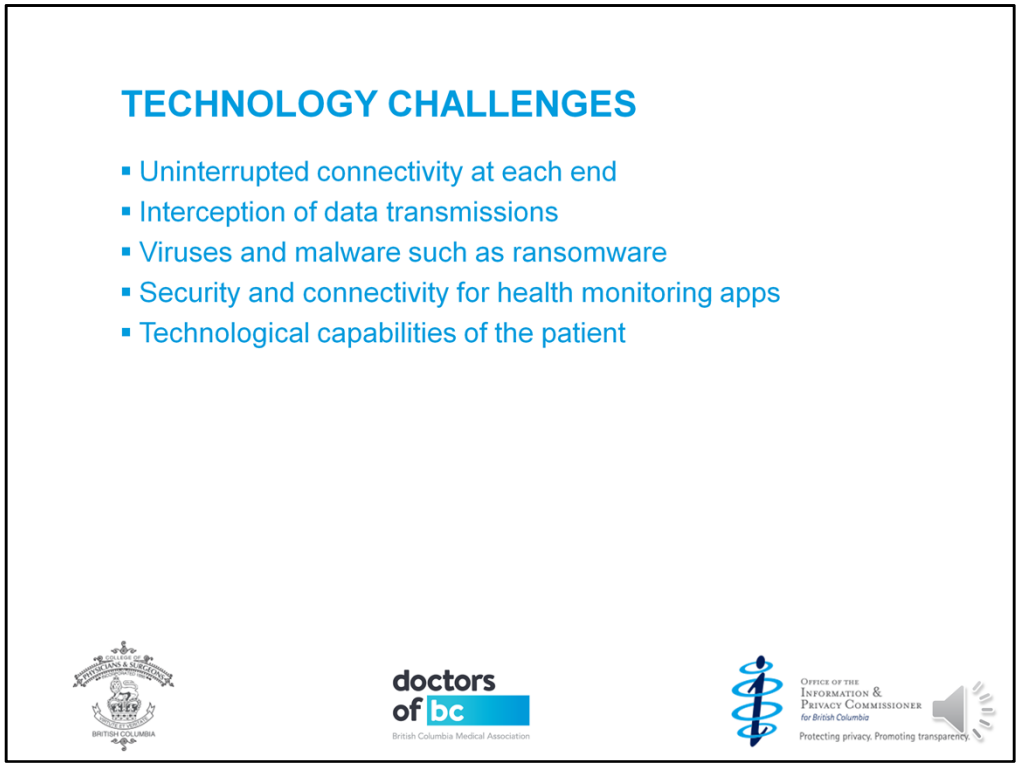
        It's up to the physician to make patients aware of this
- Communications within the circle of care is challenging too.
    - Masking a patient's unique identifiers when communicating with a Health Authority whenever feasible is recommended.

        Physicians generally have implied consent from a patient to disclose to the HA

        but the HA may not have legal authority to collect it because they are required to collect it directly from a patient, not indirectly through the physician

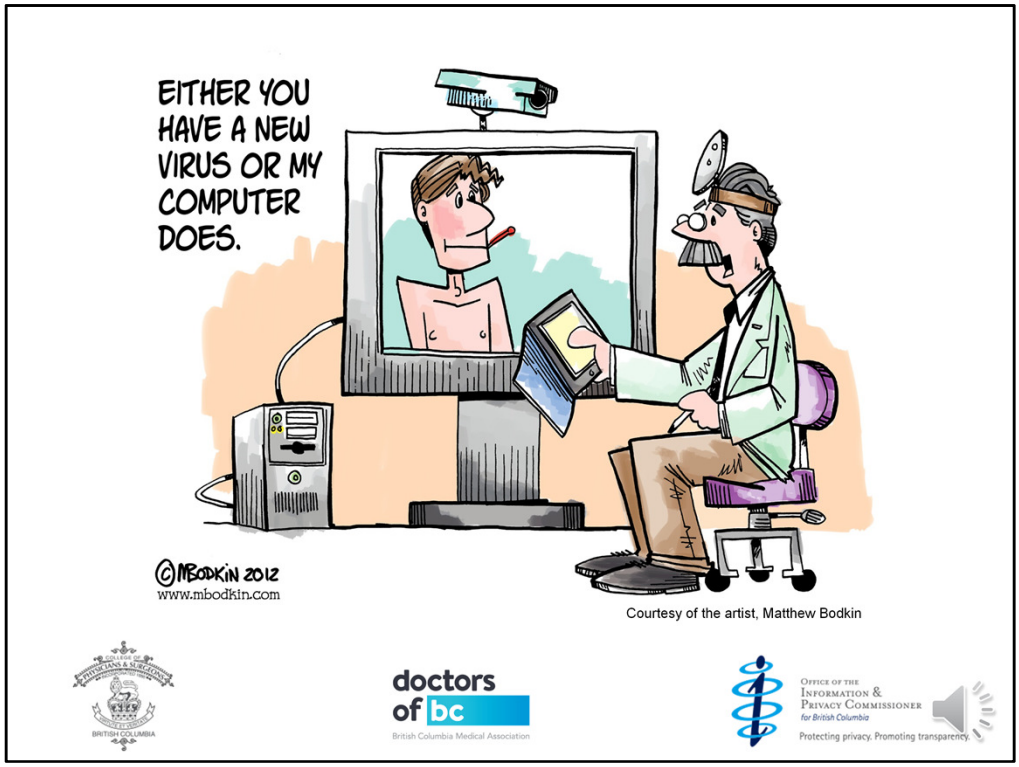
        However, if the physician informs the patient their information will be shared with the HA, that may give the HA authority to collect it
    - The importance of data storage and access being in Canada if patient information will be shared with a health authority
    - The HA can get consent from a patient if you are using an out-of-Canada virtual healthcare system. This consent needs to be
        - In writing
        - With the effective date, expiry date and
        - Personal information involved identified
        - Along with the purpose for which it will be used, disclosed, accessed and

retained
- Who can store or access the personal information and
- The jurisdiction in which the data will be stored or accessed

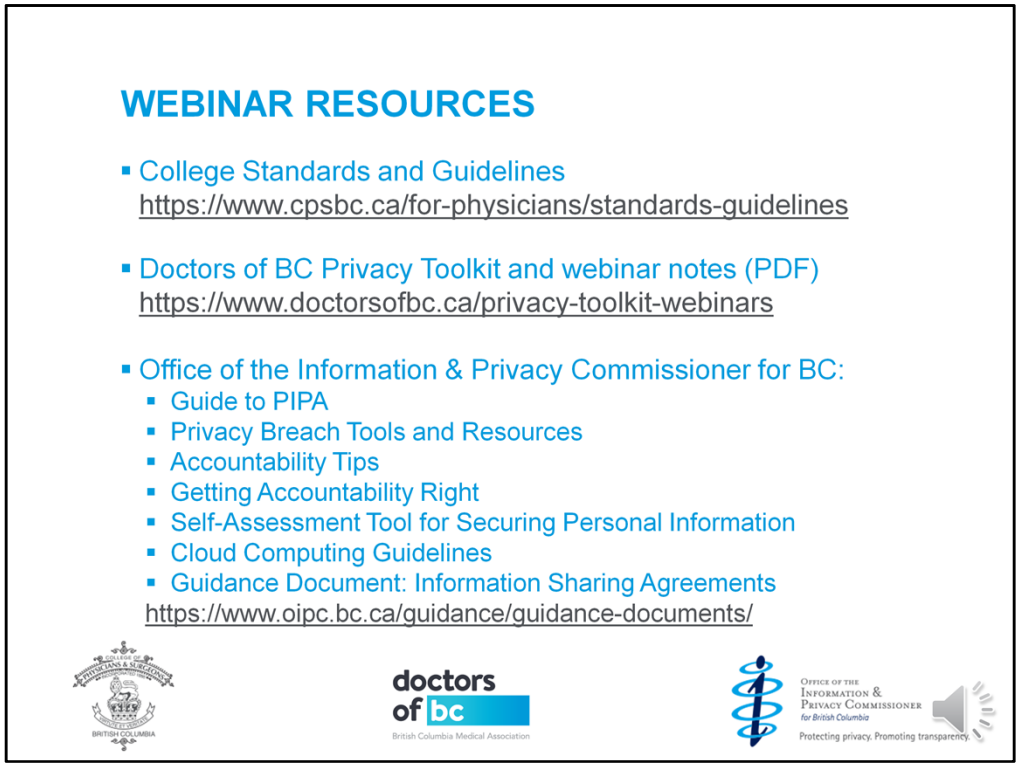


Technology is challenging because it relies on

- Uninterrupted connectivity at each end and events may occur that are beyond your control
- Using industry standard encryption in the transmission of data and keeping it up to date is important to avoid interception by unauthorized parties
- Potential for viruses and malware such as ransomware need threat protections
- Security and connectivity for a proliferation of health monitoring apps is hard to manage and
- Technological capabilities of the patient may not be compatible or may pose security risks



Virtual healthcare is definitely on the rise and the benefits will far outweigh the costs to our healthcare system.



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

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