



Collecting, Using, and Sharing Your Personal Information

When you are receiving care, treatment, and services at Providence Health Care (PHC), our staff and physicians will collect personal information from you. Where permitted, we may ask your family, friends, or other organizations to provide us information about you, such as copies of records, medication information, test results, and other information relevant to your care and services.

We collect, use, and share your personal information as authorized by the BC Freedom of Information and Protection of Privacy Act ("FIPPA") and other applicable legislation (e.g., eHealth Act, Public Health Act, Mental Health Act, Hospital Act) to:

- To identify you and maintain contact regarding your health care.
- To provide immediate and ongoing medical care.
- To support continuous improvement in the quality of care and services.
- For research purposes, with your consent or as permitted by law.
- For teaching and educational purposes (e.g., training healthcare professionals such as doctors and nurses).
- To determine your eligibility for benefits and services, and to arrange for payment.
- To allow authorized third parties to monitor, support, and evaluate care and services.
- To monitor population health and to manage and respond to disease outbreaks.
- To comply with legal obligations (e.g., court orders or reporting of certain conditions)

We fulfill these purposes through sharing your personal information with your primary care provider, specialists, health care and service individuals, and with organizations, including health authorities, Ministry of Health, Canadian Institute of Health Information, and First Nations partners as necessary and authorized under legislation. Across the province, electronic health systems enable authorized health care and service personnel to access relevant health information in support of these purposes.

Privacy when in hospital

If you are a patient in the hospital or long-term care, we will provide your friends or family who ask about your admission and location. If you have concerns about this, please discuss them with Registration or care area staff.

Artificial Intelligence (AI)

We may use machine learning, automated or other artificial intelligence models (AI) for some of the purposes listed above. We use these tools in accordance with applicable privacy laws and best practices and only after performing detailed assessments to ensure privacy, security and other risks are appropriately addressed.

How to access your health record

We encourage you to access your health information by visiting

<https://www.providencehealthcare.org/en/welcome-information/access-your-health-records>.

Contact

If you have questions or concerns about the above statement or your privacy at PHC, please contact PHC's Information Access and Privacy Office (IAPO) by email at privacy@providencehealth.bc.ca