

## Are there risks to having a lockbox?

There are some risks to putting your health information in a lockbox that you should consider before making your decision:

- Your health care providers may not have the information they need to give you the best possible care in a timely manner.
- Your health care providers may not have enough information to safely provide you with services and so may not be able to offer you care.
- It may be harder for your health care providers to share your information in an emergency.
- There may be errors in assessments, treatment or medications if the people providing care do not have enough information or do not have the right information about you.
- You may have to undergo duplicate tests, procedures and health history questions if existing information is unavailable.
- You may not benefit from the wide range of services we have at the Algoma NPLC.
- There may be other risks specific to you and your request, which we will discuss with you.

## How do you request a lockbox?

You can discuss any concerns regarding the privacy and confidentiality of your health information and your lockbox options with your Algoma NPLC staff or our Privacy Officer. In some cases you may not need a lockbox in order to protect your information and we can discuss alternatives or options with you. For instance, you do not need a lockbox to prevent health care professionals at the Algoma NPLC who are not involved in your care from viewing your personal information as these professionals are not within your “circle of care” and are therefore already not permitted to access your information on the basis of Algoma NPLC’s policies and applicable privacy laws.

You can submit your lockbox request in writing using our “Client Lockbox Request” form, which can be obtained from your Algoma NPLC provider or our Privacy Officer. The completed form should be given to our Privacy Officer.

Lockbox requests are processed on a case-by-case basis. The Algoma NPLC’s Privacy Officer will review and respond to lockbox requests in consultation with the client’s Algoma NPLC provider. We may not be able to accommodate every request – but we will explain any limits with you. Algoma NPLC will send you confirmation in writing in the event that your lockbox has been implemented. You can also request that your lockbox be removed at any time by contacting our Privacy Officer: Dominic Noel at 443 Northern Avenue Sault Ste. Marie, ON P6B 4J3 705-942-4717 Ext. 3003 [dnoel@algomanplc.ca](mailto:dnoel@algomanplc.ca)

The logo for Algoma Nurse Practitioner-Led Clinic features the word "Algoma" in a bold, dark blue font, followed by "Nurse Practitioner-Led Clinic" in a lighter blue, italicized font. A vertical green line is positioned to the left of the text.

## Client Lockbox Information

## How to Restrict Access to your Health Records

## Client Lockbox Information Brochure: How to Restrict Access to your Health Record

You have a right to make choices and control how your health information held by the Algoma Nurse Practitioner-Led Clinic (Algoma NPLC) is collected, used, and disclosed, subject to a few exceptions.

You have the right to ask that we not share some or all of your health record with one or more of the Algoma NPLC's staff members involved in your care, or ask us not to share your health record with your external health care providers (such as a specialist). This is known as asking for a "lockbox".

### What is in your health record?

Your health record includes information such as your health history, your assessments and results from and notes from your health care providers within the Algoma NPLC or your other health care providers. If you would like a copy of your health record, please contact our Privacy Officer, Ashley Gearing at 705-942-4717 extension 3011 or [agearing@algomanplc.ca](mailto:agearing@algomanplc.ca)

## Who sees your health record?

Our privacy policy protects all of your health information. Only the Agency's staff members who provide health care services to you are authorized to look at your health information, and only when they need to see that information to do their job.

We use your health information to make sure we can give you the best care. Your health information is shared only within your "circle of care" — meaning the counsellors, nurses practitioners, registered practical nurses and other people within the organization that help with your care. The Algoma NPLC will not share your health information with anyone not involved in your health care — for example, your family or friends, spouse/partner, employer, or insurance company — unless we get your permission (known as "express consent") to do so or unless permitted or required by law (see "Lockbox Exceptions" below).

## Lockbox Exceptions

Under the law, there are times when the Algoma NPLC is allowed to or must collect, use, or disclose personal information about you — without your consent — even if your information is otherwise "locked". If your personal information is already in a lockbox, the "lock" may be broken and your information may be used or disclosed as permitted or required by law. We have provided some examples, but there may be other circumstances where the use or

disclosure of your personal information is permitted or required by law. We may use or disclose your health information without your permission in order to:

- Report a child in need of protection to the Children's Aid Society
- Make reports to the Ministry of Transportation or Public Health or other mandatory reports
- Obtain or process payments
- Engage in quality improvement exercises
- Comply with a court order

If you have questions about how we can use or disclose your health information, you can ask a team member or the Privacy Officer.

## What is a "lockbox"?

It's not exactly a "box" — and it doesn't have a lock. A lockbox can mean different solutions depending on your request. Generally speaking, a lockbox means that all or part of your health information will be separated out from our usual filing systems. An electronic medical record will have additional restrictions of access. While all our health records are stored to maximize patient confidentiality, a lockbox will restrict access to your health information from certain people or institutions.