PRIVACY OF YOUR PERSONAL INFORMATION IN AN ELECTRONIC RECORD

The staff of the Queen’s Student Health Service (QSHS) use an Electronic Medical Record (EMR) to store your personal information. There are many benefits to doing this. It improves efficiency, makes records more readable, and increases the security of personal information.

Who has access to your health information?
- Physicians and nurses at QSHS directly involved with your care.
- Support staff at the QSHS who register and schedule clients.
- Other professional members of Health, Counselling and Disability Services, involved in providing services to you, upon your written consent.

How is your information accessed?
- In the Electronic Record your personal information (medical records) should only be accessed by a physician or nurse when they are directly involved in your care.
- Support staff will access only registration information such as your name, address, birth date, and student number.
- QSHS currently retains medical records for 10 years after the last entry for adults or for 10 years after the patient has attained, or would have attained, the age of eighteen.

All information disclosed while in treatment is confidential and will not be revealed to anyone outside QSHS without your written permission, except:
- Where there is suspicion that a child or children (that is, someone who is PRESENTLY under the age of 16) has been or is being neglected or physically, emotionally or sexually abused,
- For the purpose of legal proceedings if the information is or relates to, a matter at issue,
- Where the client presents a serious danger of violence to others,
- Where the client is likely to harm himself or herself unless protective measures are taken,
- If a client reveals that he or she has been sexually abused by a health care provider who is covered by the Regulated Health Professions Act (e.g., a psychologist, a nurse, a physician, etc.), the physician is obliged to report the name of the perpetrator to his or her governing body.

Security measures to safeguard your personal information
QSHS has Personal Information Privacy Policies and all employees sign Confidentiality Agreements (form 3.4)
- Access to client records is tracked in the electronic record keeping system. A permanent record is created noting time, date and who accessed the record.
- Staff at the QSHS are granted access to the electronic records appropriate to their job duties. For example, a physician can view more personal information than a receptionist can.
- Your personal information is not stored on computer equipment at the LaSalle Building, 146 Stuart Street, or any other off-site medical office. All electronic client data is stored in a secure server by Queen’s IT Services within Dupuis Hall at Queen’s University as well as in a secure location with our Oscar Management Provider, Kai Innovations.

Who to contact if you have concerns about your personal medical records
If you are ever worried that your personal information has been accessed in the wrong way or by the wrong persona, report any concerns right away to your doctor, the Clinic Manager of Queen’s Student Health Services or the Assistant to the Medical Director, Queen’s Student Health Services.

All complaints or concerns which are unresolved by your physician should be reported to the Clinic Manager of Queen’s Student Health Services.

If complaints remain unresolved, they may be referred to the Queen’s Privacy Office or to the Privacy Commission of Ontario.