

Policy: Correction or Amendment of Health Information

Policy Details

Creation Date: _____

Revision Date: _____

Applies to: All Employees and Contractors

Approved by: _____

Purpose

All employees and contractors are required to follow the process and timelines below when there are requests for amendment or correction to health information. The right of patients with respect to corrections and amendments are outlined in the Health Information Act (HIA), along with specific custodian obligations and timelines.

Correction or Amendment of Health Information Policy

- When an individual or authorized representative asks for a correction of information and can substantiate that the information is incorrect, staff will make the correction to the clinical medical record. (Examples include name, address, telephone number and other demographic information)
- When the information correction request is beyond factual information, an individual may make a request for correction or amendment in writing to the custodian [HIA s13, 14 and 15]. An individual may request a correction to another person's information only if they are an authorized representative of that individual.
- The custodian has **30 days from receipt** of the request to review the records and to **decide whether to grant or refuse the request**. Corrections may be refused where the information at question is a professional opinion or observation, or the record was not originally created by the custodian. Failure to respond within 30 days is deemed as a decision to refuse the request by the custodian.

If a correction or amendment is granted, within 30 days the custodian must:

- Make the correction or amendment
- Give written notice to the applicant that the correction or amendment has been made; and
- Notify any person to whom that information has been disclosed during the one-year period prior to the request (unless the custodian believes the applicant will not be harmed by not providing notification to others, and the applicant agrees).

If a correction or amendment is refused, within 30 days the custodian must give written notice to the applicant that their request is refused and the reasons for that refusal.

The custodian must also tell the applicant that they can either:

- Ask for a review of the Custodian's decision by the Privacy Commissioner; or
- Submit a statement of disagreement within 30 days of not more than 500 words that describes the requested correction or amendment, and the applicant's reason for disagreeing with the custodian's decision.

If the applicant provides a statement of disagreement, it will be placed on the individual's record and copied to any person whom the custodian has disclosed the record to in the previous 12 months.