

<b>Manitoulin-Sudbury District Services Board POLICY &amp; PROCEDURES MANUAL</b>	
Section: G. Emergency Medical Services	Effective Date: April 4, 2013
Topic: 3. Documentation Directives	Replaces: May 30, 2010
Subject: 4. Confidentiality of Records and Documents	
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## PURPOSE

To ensure that safe guards are in place to protect personal health information as per PHIPA legislation.

## APPLICATION

Paramedics, EMAs, Management

## PROCEDURE

Technical safeguards to protect computers which are used by Paramedics to record patient chart include:

- Protecting computers from unauthorized access by locking screens when computers are unattended and by keeping computer screens obstructed from view by others to ensure the privacy of visible information.
- Paramedics access incomplete patient charts by using a unique login and password. User activity is logged, allowing for an audit trail of user activity.
- Where breaches of PHIPA are met, such as the inappropriate use, disclosure, or access of personal health information, disciplinary action will be taken, up to and including termination of employment and notifying any relevant regulatory bodies and/or professional associations.

Physical Safeguards to protect the computers which are used by Paramedics to record patient chart include:

- Locking ambulance at all times.
  - Locking ambulance station at all times with secure code access.
  - Regular audits by management to ensure safeguards are in place and functional.
- 1) Access to the records, forms or other ambulance service documentation pertaining to an ambulance response shall be granted only as per PHIPA legislation. All records and documents will be stored in a secure dry area for a minimum of five (5) years.
  - 2) All information relating to any phase of ambulance response or transportation is strictly confidential and can not be released by staff.
  - 3) Any inquiries regarding the actual response of an ambulance are to be directed to Management.

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- 4) General inquiries regarding ambulance bookings shall be directed to CACC.
- 5) Any request for specific information shall be handled as follows:
  - a) obtain name and phone number of the person making the inquiry;
  - b) the date and time the inquiry was made;
  - c) the date and time the incident occurred;
  - d) advise the person making the request that Management will return their call during normal business hours;
  - e) Immediately advise Management of the request and complete any additional documentation required.

#### MINISTRY OF HEALTH INSPECTIONS

- 1) Management is to be notified upon the arrival of any Ministry of Health and Long Term Care (MOHLTC) official. (e.g. - Inspector, Field Superintendent, CACC Manager, etc.)
- 2) Proper identification is required from any MOHLTC official and MOHLTC Inspectors who state that they are authorized to examine the ambulance facilities and/or records of the ambulance service. Should this identification not be obtainable and if management is not available to substantiate the persons credentials not be verified, then access is to be denied until proper identification is secured.
- 3) Upon receipt of satisfactory identification, all reasonable cooperation shall be given by Paramedics to MOHLTC inspectors.

#### **REFERENCE**