



Policy Name INQUIRIES REGARDING PAST/PRESENT RESIDENTS FROM PROFESSIONAL AGENCIES	Policy Number: 0113b
	Effective Date: April 20, 2011
Approved By: Management	Date Revised: April 17, 2012
Classification: Delivery of Care to Residents and Families	Page No: Page 1 of 3

POLICY

The Freedom of Information and Protection of Privacy Act (FOIP) and the Health Information Act (HIA) specifies that health care providers may release personal and health information in certain circumstances.

Requests for personal information may be received from such agencies as insurance companies, police/legal agencies, other health care agencies, family physicians, home care, Cancer Board/Society, clinical research programs and others.

Agapé Hospice will not provide copies of the death certificate to anyone, including the health advocate/family members.

FOIP and the HIA guidelines must be followed when releasing personal and health information to others. The HIA requires that a reasonable effort is made to ensure that disclosure is made to the person authorized and intended to receive the information and only the information that is essential for the purpose of disclosure should be released.

****Each request for a Resident's personal/health information must be considered on an individual basis taking into account who is requesting the information and the reason the information is required. The Director of Resident Care or the Executive Director must approve requests for a Resident's personal/health information.****

Information may be disclosed, without consent, to a custodian (definition as per HIA), another health service and to persons responsible for providing continuing treatment and care of the Resident.

Information may be disclosed custodian to custodian (definition as per HIA) for the purpose of inquiries of deceased Residents.

PROCEDURE FOR INQUIRES

When a request for a Resident's personal/health information is received, staff should first obtain the following information:

- Who is requesting the information and their contact information;
- Relationship, if any, to the Resident along with sufficient proof of the relationship;
- What information is required and reason it is required;



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- Consent from authorized representative of the Resident to release the information. An authorized representative may included the health advocate, Executor of the Will, Public Guardian or next of kin. The consent must be given in writing or electronically to the Director of Resident Care (or designate) and filed in the Resident's health record.

Under the direction of the Executive Director or Director of Resident Care, disclosure of non-medical information to the police may be made for the purpose of investigating an offence involving a life-threatening personal injury to the Resident or for the purpose of avoiding an imminent danger to the health or safety of any person. Any request for information must be submitted through management and if at all possible, consent should be obtained from the Resident's family or health advocate. Refer to the Alberta Health Services, Information Privacy Line for advice on releasable information.

****Any disclosure of information (personal or health) must be documented in the Resident's health record.****

Additional information and/or advice are available from the following:

Alberta Health Services
Information Privacy Line
Telephone: 780-735-0146

Government of Alberta
Service Alberta
Telephone: 780-427-5848 or
Toll free: 310-0000 then 780-427-5848

Government of Alberta
Health Information Act
Telephone: 780-427-8089 or
Toll free: 310-0000 then 780-427-8089



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ATTACHMENTS

The Health Information Act at a Glance for Custodians
FOIP Bulletin – Personal Information of Deceased Persons

CROSS-REFERENCE

[Policy # 0113a – Inquiries Regarding Deceased Residents from Families, Friends and Other Visitors](#)

REFERENCE

Alberta Health Services – Privacy Statement
Province of Alberta – Health Information Act – Revised Statutes of Alberta 2000
Chapter H-5
Alberta’s Freedom of Information and Protection of Privacy Act
The Health Information Act at a Glance for Custodians
Health Information – A Practical Guide to the Health Information Act – Disclosing Health Information to Third Parties