

Know Your Privacy Rights

Under the NWT *Health Information Act*,

You have the Right to control what happens to your health information.

What are your Rights?

- You have the right to decide how much information we can collect, use and share about you.
- You have the right to know and decide how your information may be used and shared within and outside of your circle of care.
- You have the right to limit who can view or access your personal health information.
- You can ask us not to share your health information with a specific healthcare provider.
- You have the right to ask us not to give out your personal health information to your family and friends.
- You have the right to get us to hide your information.
- You have the right to change your mind at any time and withdraw your consent, when you give us permission to use or give out your information.

To exercise these rights you can set *consent conditions*.

How can I use my Rights to control my health information?

- To control your health information, you must give us written instructions setting out what you want us to do.
- Talk to us first, if you would like more information before giving us your instructions.
- Submit your instructions to your closest health centre.
- Or, if you would prefer not to go to your health centre, you can submit your instructions to the Director of Quality, Safety and Client Experience at the Northwest Territories Health and Social Services Authority or to the Chief Health Privacy Officer at the Department of Health and Social Services.

What will happen?

- We will arrange to meet with you to go over your instructions and how we plan to follow them.
- You may wish to add to or change your instructions after the meeting.
- We will have you sign your final instructions and we will keep a record of them.
- We must then do our best to follow all your instructions.
- If, at any time you think your instructions have not been followed, contact the Chief Health Privacy Officer at the Department of Health and Social Services with your concerns.
- You can place consent conditions or cancel existing consent conditions at any time.

There are certain exceptions to these rights when you won't be able to control what happens to your information. Sometimes we may need to share your health information without your permission because we are required to by law. If you want to know more, just ask your healthcare provider.

For more information, contact the System Navigator at the Department of Health and Social Services at 1-855-846-9601.



Know Your Privacy Rights

Under the NWT *Health Information Act*,

You have the Right to request who has seen your health information.

We are pleased to be able to offer 'Records of Activity' that show who has accessed your information in our electronic health information systems.

Within electronic health information systems we can track who has accessed your information. If you are not sure what's going to happen with your information, or if you are worried about who has seen your information, just ask your healthcare provider.

Who can see your health information?

Healthcare providers and staff involved in your care are able to see different amounts of your health information so they can help you get the best care possible. Some examples of persons who will see your information include:

- Your nurse
- Your nurse practitioner
- Your doctor
- Locum doctors
- Specialists
- Licensed practical nurses
- Clinic assistants
- Health records staff

What to do if you want to know who has accessed your electronic health information?

- Fill out an Access Request form found here: <http://www.hss.gov.nt.ca/sites/www.hss.gov.nt.ca/files/resources/request-access-correct-health-info-yours.pdf>
- If acting on someone's behalf, fill out the form found here: <http://www.hss.gov.nt.ca/sites/www.hss.gov.nt.ca/files/resources/request-access-correct-health-info-someone-behalf.pdf>
- Or, contact your closest health centre for a copy of the form.
- Submit the form to your closest health centre.
- Or, if you would prefer not to go to your health centre, you can submit the form to the Director of Quality, Safety and Client Experience at the Northwest Territories Health and Social Services Authority or to the Chief Health Privacy Officer at the Department of Health and Social Services.

What will happen to your request?

- Within 30 days under normal circumstances we will respond to your request.
- We will run an audit to prepare the 'Record of Activity.'
- We will arrange to meet with you to go over your 'Record of Activity.'
- After the meeting you will get a copy of your 'Record of Activity.'

For more information, contact the System Navigator at the Department of Health and Social Services at 1-855-846-9601.

