



## The Information and Privacy Commissioner

The Office of the Information and Privacy Commissioner of Newfoundland and Labrador (OIPC) is appointed by the Provincial Legislature and is independent of the Provincial Government. The OIPC is responsible for overseeing PHIA and has the power to investigate complaints. If you have a question about your privacy rights or are not able to resolve a problem directly with a custodian, you may contact the OIPC to discuss the matter or to file a complaint.

For more information about the role of the OIPC or to file a complaint, please contact:

The Office of the Information and Privacy Commissioner  
P.O. Box 13004, Station A  
34 Pippy Place, St. John's, NL A1B 3V8  
t: (709) 729-6309  
toll-free: 1-877-729-6309  
f: (709) 729-6500  
[www.oipc.nl.ca](http://www.oipc.nl.ca)

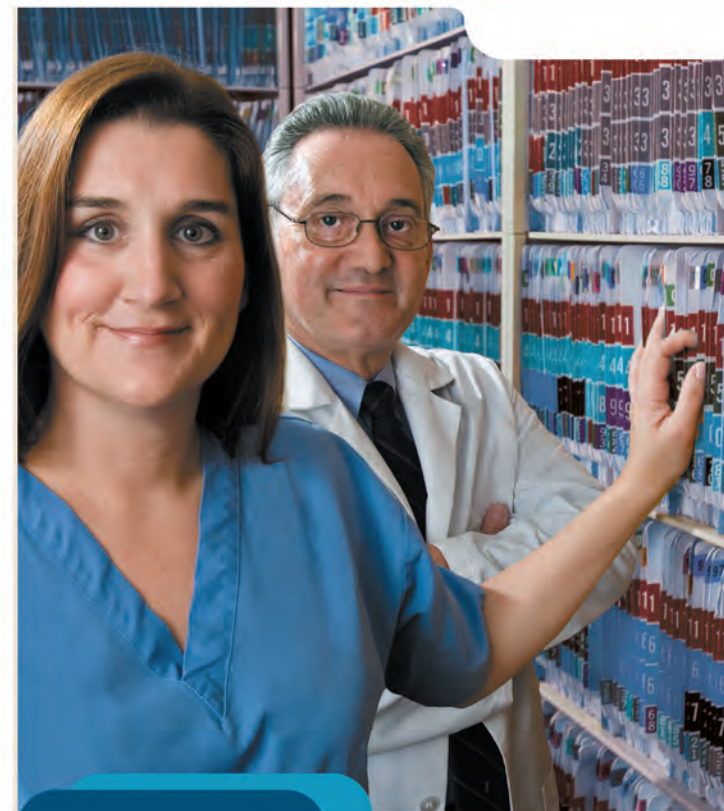
For more information about PHIA, please visit:  
[www.gov.nl.ca/health/PHIA](http://www.gov.nl.ca/health/PHIA)

Department of Health and Community Services  
1st Floor, West Block, Confederation Building  
P.O. Box 8700, St. John's, NL A1B 4J6  
t: (709) 729-4984  
e: [healthinfo@gov.nl.ca](mailto:healthinfo@gov.nl.ca)



# The Personal Health Information Act

Your Health Information and Your Privacy



## What is the Personal Health Information Act?

The Personal Health Information Act (PHIA) is a new provincial law that governs the collection, use and disclosure of personal health information within the health care system. The law is intended to ensure that your personal health information is kept confidential and secure while allowing for the effective delivery of health care services in the province.

Personal health information includes any information about your health or health care history such as diagnostic information collected by your doctor, prescription information collected by your pharmacist and information about your eyesight recorded by your optometrist.

## To whom does PHIA apply?

PHIA applies to individuals and organizations, also known as custodians, involved in the delivery of health care services, such as:

- Health care providers, including doctors, nurses, pharmacists, dentists, psychologists, physiotherapists, massage therapists and dieticians;
- Long-term care homes;
- Regional Health Authorities; and,
- Workplace Health, Safety and Compensation Commission.

## Responsibilities of custodians under PHIA

Health care custodians must:

- Collect only the information needed to provide you with the required service.
- Safeguard your personal health information.
- Take reasonable steps to ensure your personal health information is accurate and up to date.
- Provide a written summary of their information-handling practices and the name of a person to contact if you have questions or concerns about your records.



## Your rights under PHIA

You have the right to:

- Know what information custodians have about you in their records.
- Access and obtain a copy of a record containing your personal health information.
- Know who has access to a record of your personal health information and for what reasons.
- Request a correction of a record containing your personal health information.
- Be informed of a custodian's information policies and ask questions about them.
- Ask a custodian not to share your personal health information with other health care providers unless they are permitted or required by law to do so.
- Be informed if your personal health information is stolen, lost or improperly accessed.

