



# MyHealth Consent and Privacy Statement

As at: March 6, 2022

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## MyHealth Consent and Privacy Statement

The MyHealth patient portal is a program managed by Island Health (Vancouver Island Health Authority).

Enrolment in MyHealth is entirely voluntary. If you decide not to participate in MyHealth, your decision will not affect the care that you receive from Island Health. The Personal Information that that you provide to request and register for a MyHealth patient portal account is under the control of Island Health. This also includes information collected or processed by third parties on behalf of Island Health.

The *BC Freedom of Information and Protection of Privacy Act (FIPPA)* authorizes Island Health to collect, use and disclose your Personal Information for purposes that are directly related to, and necessary for, registering, using and maintaining your MyHealth account.

Personal Information is any recorded information about you, such as your name, address, e-mail address, telephone number, age, and identifying number, or your health care, education, financial, criminal or employment history.

### How and why your Personal Information is used

By your voluntary participation in the MyHealth program, you consent to Island Health collecting and using your Personal Information for the following purposes:

- To enrol you as a MyHealth account holder,
- To provide you with access to the functionality available within MyHealth,
- To provide you with ongoing MyHealth Help Desk technical support, and
- Program planning, evaluation, and other purposes that are permitted or authorized under FIPPA, or other applicable laws of Canada

Personal Information that you provide will only be disclosed within Island Health to fulfill the stated purposes, or to Island Health's service providers who are contracted to provide/support the MyHealth program on Island Health's behalf. To support the creation of your MyHealth account, your Personal Information is collected by Island Health to identify you and to provide you with secure means to register your account online, to connect you with your health information and to provide you with future access to it.

Other than as described in this Consent and Privacy Statement and in Island Health's "[Caring for Your Information – Notice to Patients, Clients and Residents](#)" Island Health will not disclose your Personal Information unless authorized by you or authorized/required by law.

## Termination of Account

Island Health reserves the right, in its discretion, to terminate your Account at any time if it is determined that there are reasons why access to MyHealth is not appropriate. Below are some examples of why access to your Account may be terminated:

- Interference with your care and/or treatment,
- Increased risk of harm to yourself,
- Increased risk of harm to others, and
- At your request

In the event of any termination, you are no longer authorized to access the MyHealth or the part of it affected by such termination. The restrictions imposed on you with respect to material downloaded from MyHealth, and the disclaimers and limitations of liabilities defined in this Agreement, shall survive any discontinuance or termination of MyHealth or this Agreement.

For information on how to unsubscribe from your MyHealth Account, reference the [MyHealth website](#) or call the MyHealth Help Desk at 1-800-249-1024.

## Storing your Personal Information

To support the creation of your MyHealth account, your personal information is collected by Island Health to identify you and to provide you with secure means to register your Account online, to connect you with your information and to provide you with future access to it. If you choose to self-enroll for MyHealth, the Personal Information you provide will be validated with the Province of British Columbia's BC Services Card program to ensure that access to your MyHealth Account is provided to you and only to you.

## Consent for Disclosure/Storage of Certain Personal Information Outside of Canada

Should you require the support of the MyHealth Help Desk, you will be asked to provide certain Personal Information that will be used to validate your identity and to track and monitor the support call. This information will be collected and stored by Cerner Corporation (who is contracted to operate the Help Desk) and operates outside Canada.

Specifically, your full name, phone number, email address, date of birth and any further information you voluntarily supply to the Support Desk will be collected and stored outside Canada by Cerner in the United States. If you call the MyHealth Help Desk from outside North America, your call may be directed to an agent in Dublin, Ireland or Dubai, United Arab Emirates. If you choose to use the MyHealth service and in the event you contact the MyHealth Help Desk, by accepting the Terms of Use and this Privacy Statement, you are also consenting



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to the collection, use access and storage of the above noted information outside of Canada by Cerner Corporation

For the greatest clarity, this consent does not permit collection, use and storage of your clinical/personal health information from Island Health's Electronic Health Record nor from your MyHealth account.

## **Addition of New Personal Health Information to your MyHealth Account**

Over time, and as deemed appropriate to support care and services to patients, Island Health will make more types of clinical documentation/records pertaining to the care you receive at Island Health available in your MyHealth account. When you permit others to access/view your MyHealth account or consent to allow other individuals access to your MyHealth account through a Proxy Account, information and documents added over time will also be accessible to them. If you do not wish for others to access your information, you may submit a request for their Proxy Account to be disabled. To do so, reference the [MyHealth website](#) and complete/submit the "Request Proxy Removal from a MyHealth Account" form.

## **Protection of Personal Information**

Island Health is obligated under FIPPA to protect Personal Information, and personal health information, by ensuring reasonable security provisions are in place against risks such as unauthorized access, collection, use, disclosure or disposal.

Your personal and health information viewed in MyHealth is a user-friendly view into components of your health record – this view is Password-protected and only available to you (and persons designated by you). This view of your health record is not available to Island Health staff. Individuals (for example, physicians, nurses, and allied health professionals) authorized to access your Personal Information to provide permitted health care or support of care activities will see information provided by, or about, you in MyHealth (e.g. a secure message to a health provider) only by directly accessing it from their view of Island Health's EHR.

By way of the 'Clipboard' feature in MyHealth, you may have the opportunity to voluntarily enter personal health information about yourself, if services you are receiving at Island Health use this functionality. This information is securely transmitted to Island Health's EHR where it will be reviewed by relevant members of your health care team and saved in your electronic health record. The information that you submit through the clipboard feature will also be securely stored in the MyHealth database which is hosted in the Amazon Web Services Canadian Data Center so that it can be accessed by you in the future via your MyHealth portal account. If you have shared access to your MyHealth Account to others, this information will also be viewable to

them.

Technical support staff may have limited and temporary access to your MyHealth Account if required to provide support services that are initiated by you. Individuals associated with other enrolment and identify management services may have limited and temporary access to Personal Information they have obtained from you for enrolment, troubleshooting and identify verification purposes.

For security purposes, and to ensure that this service remains available to all users, MyHealth uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

Except for authorized law enforcement requests or investigations, no attempts will be made to identify individual MyHealth portal users, to link an individual user to data entered in the MyHealth portal, or to track an individual user's usage habits. Unauthorized attempts to upload information or change information in the MyHealth portal is strictly prohibited and may be punishable under provincial law.

### **Transmission of Personal Information to and from MyHealth**

The information that is viewable through your MyHealth Account will be temporarily available to you and is not permanently stored in MyHealth, with the exception of 'Clipboard' data which is entered by you directly into MyHealth. 'Clipboard' data is permanently stored in the MyHealth database. Information that is viewable through your MyHealth account is transmitted from your Island Health EHR over an encrypted secure network connection to MyHealth where you can view it during your MyHealth session. When you end your MyHealth session, (or after one hour) this information is deleted from temporary storage.

### **Your Information Privacy Rights**

Your information rights include the right of access to your records held by Island Health, with limited exception and the right to request correction of your Personal Information. Part of the purpose of MyHealth is to be more transparent to you by proactively providing you with access to information when able to do so through this mechanism. If you require access to personal health information that is not currently available in MyHealth, please follow the records request process outlined on the Island Health website: <https://www.islandhealth.ca/about-us/Accountability/information-stewardship-access-privacy/accessing-information-records>.

### **Questions or concerns about your Personal Information**



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If you have any questions or concerns about the collection, use or disclosure of your Personal Information please contact Island Health's Information Stewardship, Access & Privacy Office (ISAP):

1952 Bay St  
Victoria, B.C.  
V8R 1J8  
Phone: 250-519-1870  
Fax: 250-519-1908  
Toll-free: 1-877-748-2290  
Email: [privacy@islandhealth.ca](mailto:privacy@islandhealth.ca)

You can visit ISAP's website at: <https://www.islandhealth.ca/about-us/accountability/information-stewardship-access-privacy>

If you do not receive an acceptable response to your questions or concerns about the way Island Health is handling your Personal Information, you have the right to complain to the Office of the Information and Privacy Commissioner (OIPC) for British Columbia. You can contact the OIPC at:

Office of the Information and Privacy Commissioner for British Columbia  
PO Box 9038 Stn. Prov. Govt.  
Victoria B.C. V8W 9A4  
Telephone: 250 387-5629

Callers outside Victoria can contact the OIPC office toll-free by calling Enquiry BC and requesting a transfer to (250) 387-5629.

Enquiry BC:  
Vancouver: (604) 660-2421  
Elsewhere in BC: (800) 663-7867

You can also visit the OIPC's website at: <https://www.oipc.bc.ca/>.