

BC Centre for Disease Control, Provincial Health Services Authority and Yukon Health and Social Services are committed to the privacy protection of all personal information we are authorized to collect, use or share about you. The information is treated confidentially, securely, and in accordance with the *BC Freedom of Information and Protection of Privacy Act*, *BC Personal Information Protection Act*, *Personal Information Protection and Electronic Documents Act*, *Yukon Access to Information and Protection of Privacy Act* and BC Government eHealth standards.

This FAQ informs you about the ways in which we are legally authorized to collect, use and share your personal information including your privacy rights and our obligations when collecting, using, sharing and protecting your information that is contained within Panorama.

If you are a Yukon resident, you can access Yukon-specific Panorama FAQs by [clicking here](#).

### ***What is Panorama?***

Panorama is an eHealth system that securely stores and allows authorized public health care providers to document all public health services and care programs you may receive in BC and/or Yukon. Public health care programs include immunization, communicable disease and outbreak management. In BC, Panorama also includes family health information such as maternal child health, early child health and family sexual health.

### ***Why do you collect, use and share my personal information?***

Your personal information will be collected, used and shared to provide you with public health care services and to facilitate your access to public health care programs in BC and Yukon.

### ***What kind of information is kept about me within Panorama?***

There are two categories of information we keep within Panorama:

1. Information that tells us who you are:

- Legal name
- Address
- Phone number
- PHN
- Birth date

2. Information about your health:

- Birth details
- Care focus and plans
- Prenatal, postpartum, child, youth and adult assessments information
- Immunization information (e.g. vaccines, dosage, reason, adverse reactions)
- Family health information

### ***Can someone from outside BC or Yukon, or Canada, collect, use or share my personal information?***

No. As you may receive public health care services in either BC or Yukon, sharing of personal information between authorized public health care users throughout BC and Yukon jurisdictions is defined by a legal information sharing agreement. This is done to reduce risks and provide continuity of health care to you in both jurisdictions. Access of both BC and Yukon Panorama users is routinely audited to ensure access is appropriate.

## ***Can I 'opt out' from the collection of my personal information?***

If you are concerned about the collection of your personal information, speak to your public health care provider about the indeterminate client standard being applied to your personal information. The indeterminate client standard provides additional privacy on your personal information (e.g. tests and treatment you have received) using a pseudonym (fake name).

## ***How can I access my health record in Panorama?***

You have the right to access to your health record by submitting a request for release of access to personal health records form at either the BC or Yukon facility you received public health care services from, or directly from the Provincial Health Services Authority or Yukon Health and Social Services.

## ***How can I access information on another person?***

Under the *Freedom of Information and Protection of Privacy Act* (BC) and *Access to Information and Protection of Privacy Act* (Yukon), a parent, guardian or an authorized client representative can request access to the health record of a minor, an incapable adult or for a deceased client. Parents/guardians may be denied access if the request is determined to be an unreasonable invasion of their child's privacy.

## ***Information in Panorama about me is wrong. How do I correct it?***

You have the right to access and correct personal information that has been collected. If you believe there is incorrect information in your Panorama health record, please contact the BC or Yukon facility from which you received public health care services for assistance.

## ***Can I see who accessed my health record in Panorama?***

It is your right to see who has accessed your personal information. Please contact the BC or Yukon facility from which you received public health care services for assistance.

## ***How long do you keep my personal information in Panorama?***

Your personal information is retained for an indefinite period of time, in order to provide life-long health services.

## ***How do you protect the privacy of my personal information in Panorama?***

- Access is restricted to authorized users with unique user names and passwords
- Authorized public health users receive privacy and security training; user accounts are routinely audited
- The Panorama system is secured according to BC Ministry of Health Conformance Standards for Privacy and Security.

## ***What happens if you discover that my personal information was inappropriately accessed, used and/or shared?***

All authorized user accounts are routinely audited authorized user accounts for appropriate access, use and/or sharing of personal information. You have the right to be notified, and you will be notified, in the event your personal information has been inappropriately accessed, used and/or shared that contravenes applicable laws and legislation.

## ***Health Record Access Requests***

You may access your health records in one of the following ways:

- Submit a request for access to your health records at the health care centre from which you received services
- From the Provincial Health Services Authority (BC) by contacting [PHSAFOIOffice@phsa.ca](mailto:PHSAFOIOffice@phsa.ca)
- From Yukon Health and Social Services by contacting [healthprivacy@gov.yk.ca](mailto:healthprivacy@gov.yk.ca)

## **Questions or Complaints**

If you believe that your privacy rights have not been followed, or your personal information was not kept confidential as required by applicable law and legislation, talk to your public health provider or the facility manager where you received services.

It is your right to also file a privacy complaint with us.

For BC please contact the Provincial Health Services Authority at [PHSAFOIOffice@phsa.ca](mailto:PHSAFOIOffice@phsa.ca) or 604.707.5834.

For Yukon please contact Yukon Health and Social Services at [healthprivacy@gov.yk.ca](mailto:healthprivacy@gov.yk.ca) or 1-800-661-0408 ext. 3953.

To protect your privacy, please refrain from providing personal health information or any other sensitive information in a telephone message or email. Complaints filed with this office are kept confidential.

Alternatively you may also contact:

- Office of the Information and Privacy Commissioner for British Columbia (<https://www.oipc.bc.ca/about/contact-us/>)
- Office of the Ombudsman and Information & Privacy Commissioner ([http://www.ombudsman.yk.ca/about\\_us/contact\\_us/](http://www.ombudsman.yk.ca/about_us/contact_us/))