

Lockbox for SE Health Clients

You have a right to make choices and control how your health information held by SE Health is collected, used, and shared, subject to a few exceptions. You have the right to ask that we not share some or all your health record with one or more of our staff members involved in your care or ask us not to share your health record with your external health care providers (such as a hospital or specialist). This is known as asking for a “lockbox”.

What is in your health record?

- Your health record includes information such as your health history, care we have provided, family history, your medications and results from lab tests and notes from your physician, and other health care providers.

Who sees your health record?

- Only team members who provide health care and services to you and team members who do administrative tasks to support health care are authorized to look at your health information, and only when they need to see that information to do their job.
- We use your health information to make sure we can give you the best care. Your health information is shared only within your “circle of care” — professionals that help with your care.

What is a “lockbox”?

- A lockbox means that all or part of your health information will be separated from our usual filing systems. If it is an electronic record, it will have additional restrictions of access. If it is a paper record, it will go into a sealed envelope. While all our health records are safely and securely stored, a lockbox will restrict the access to your health information from certain people or institutions.

Are there risks to having a lockbox?

There are some risks to putting your health information in a lockbox that you should consider before making your decision:

- Your health care providers may not have the information they need to give you the best possible care in a timely manner.
- Your health care providers may not have enough information to safely provide you with services and so may not be able to offer you care.
- It may be harder for your health care providers to share your information in an emergency.
- There may be errors in assessments, treatment or medications if the people providing care do not have enough information or do not have the right information about you.
- You may have to undergo duplicate tests, procedures and health history questions if existing information is unavailable.
- You may not benefit from the wide range of services we can offer you.
- There may be other risks specific to you and your request, which we will discuss with you.

Lockbox exceptions

Under the law, there are times when we can or must collect, use, or share personal information about you – without your permission – even if your information is otherwise “locked.”

For example, we may use or share your health information without your permission to:

- Report a child in need of protection to the Children’s Aid Society
- Make reports to the Ministry of Transportation or Public Health or other mandatory reports
- Protect you or someone else if we believe there is a significant risk of serious harm
- Obtain or process payments
- Plan our services
- Engage in quality improvement exercises
- Dispose of information
- Comply with a court order
- Defend ourselves in litigation
- Engage in research (subject to appropriate approval)
- Teach our staff to provide health care

How do you request a lockbox?

You can discuss any concerns regarding the privacy and confidentiality of your health information and your lockbox options with your physician, health care provider or the Privacy Officer.

Lockbox requests are processed on a case-by-case basis. The Privacy Officer will review and respond to lockbox requests and will speak with your physician or health care provider. We may not be able to accommodate every request, but we will explain any limits with you. We will tell you when your lockbox is in place. You can also request that your lockbox be removed at any time by contacting our Privacy Office:

Privacy Office

SE Health
90 Allstate Parkway, Suite 300
Markham, Ontario L3R 6H3
Tel: 1.866.636.9914
Fax: 905.940.9934
privacyofficer@sehc.com