## Collecting, Using, and Sharing Your Personal Information

When you are receiving care, treatment, and services at Island Health, our staff, physicians, and other authorized individuals will collect personal information from you. Where permitted, we may ask your family, friends, or other organizations to give us information about you, such as copies of records, medication information, test results, and other information relevant to your care and services.

We collect, use, and share your personal information as authorized by the BC *Freedom of Information and Protection of Privacy Act* ("FIPPA") and other applicable legislation (e.g., eHealth Act, Public Health Act, Mental Health Act, Hospital Act) to:

- **Identify and connect** with you through various communication mechanisms about your health care and our services;
- **Assist and inform your ongoing care** and support of care activities;
- **Improve your care and services** through planning, monitoring, maintaining, and evaluation activities;
- **Conduct research** as authorized by legislation and aligned with organizational research approval processes;
- **Provide education and training** to our staff and clinical/medical students;
- **Determine your eligibility for benefits and services** and to arrange medical services billing;
- **Enable third parties to monitor and support care and services**;
- **Monitor the overall health of people** and analyze, manage, and control disease outbreaks; and,
- **Comply with law** (e.g., court order, reportable conditions).

We fulfill these purposes through sharing your personal information with your primary care provider, specialists, health care and service individuals, and with organizations, including health authorities, Ministry of Health, Canadian Institute of Health Information, and First Nations partners as necessary and authorized under legislation. Across the province, electronic health systems enable authorized health care and service personnel to access relevant health information in support of these purposes.

**Privacy when in hospital**

If you are a patient in the hospital or long-term care, we will provide your family or close friends who phone and ask about you with information confirming your admission and location. *If you have concerns about this, please discuss them with Registration or care area staff.*

**Artificial Intelligence (AI)**

We may use machine learning, automated or other artificial intelligence (AI) models and tools for some of the purposes listed above. We assess the use of these tools against applicable Canadian privacy laws and our commitment to deliver high quality health care. We perform detailed assessments to determine if the appropriate level of privacy, security, and other handling controls are in place, and to support informed decision making by the individuals accountable for the use of these tools. If you have questions about the use of AI tools in your health care delivery, please discuss it with your doctor or health care provider or contact the Privacy Office at the email address below.

**How to access your health record**

We encourage you to first access the available patient-friendly views of your health information and records by visiting Health Gateway and Island Health's MyHealth portal. For additional records, not available through these mechanisms, please visit our website www.islandhealth.ca/about-us/accountability/information-stewardship-access-privacy/accessing-information-records.