

Summary 4. Access Your Medical Records



Your medical records must be kept private and safe. You have the right to access your medical records (with some limits). You need this information to be active in your healthcare.

What is meant by personal health information (PHI)?

- Your name, address, and your Personal Health Identification Number (PHIN)
- Facts about your health, healthcare history and your family history
- Facts about the care you are receiving
- Facts about payment for your healthcare

What are your rights in accessing your personal health information?

Your rights relating to your personal health information (PHI)	Type of Healthcare	Type of Healthcare Setting	Response Times for Providers/Trustees
See	Current care	In the hospital	Within 24 hours after you ask
Get a copy	Current care	In the hospital	As soon as reasonably possible
See and get a copy	Current care	In the community such as personal care home, home care, doctor's office and hospital clinic	Within 72 hours after you ask
See and get a copy	Past care	Any setting	Within 30 days after you ask
Name a person such as a family member, friend or patient advocate to get your PHI. If you are competent, you must give written consent. Exceptions-see PHIA section 60(2).	All care	Any setting	Anytime
Ask for corrections to your medical records if there is wrong or missing information.	All care	Any setting	Anytime Note: If the trustee does not give you the information, he must tell you in writing the reason(s) why not. You have the right to complain to the Manitoba Ombudsman.
Refuse to share your PHI with family, friends, healthcare providers, religious groups and charitable fundraising groups.	Current care	Any setting	Anytime

Whom do I contact for a copy?

- Call your healthcare provider or healthcare facility.

Whom can I contact if I have more questions?

- Call the provider or facility that has your medical records.
- Contact your regional health authority: <http://www.gov.mb.ca/health/rha/contact.html>
- Call Manitoba Health at 204-788-6612.
- Go to www.gov.mb.ca/health/phia/index.html.

Learn...to be SAFE. Go to Manitoba Institute for Patient Safety websites www.safetoask.ca and www.mips.ca.