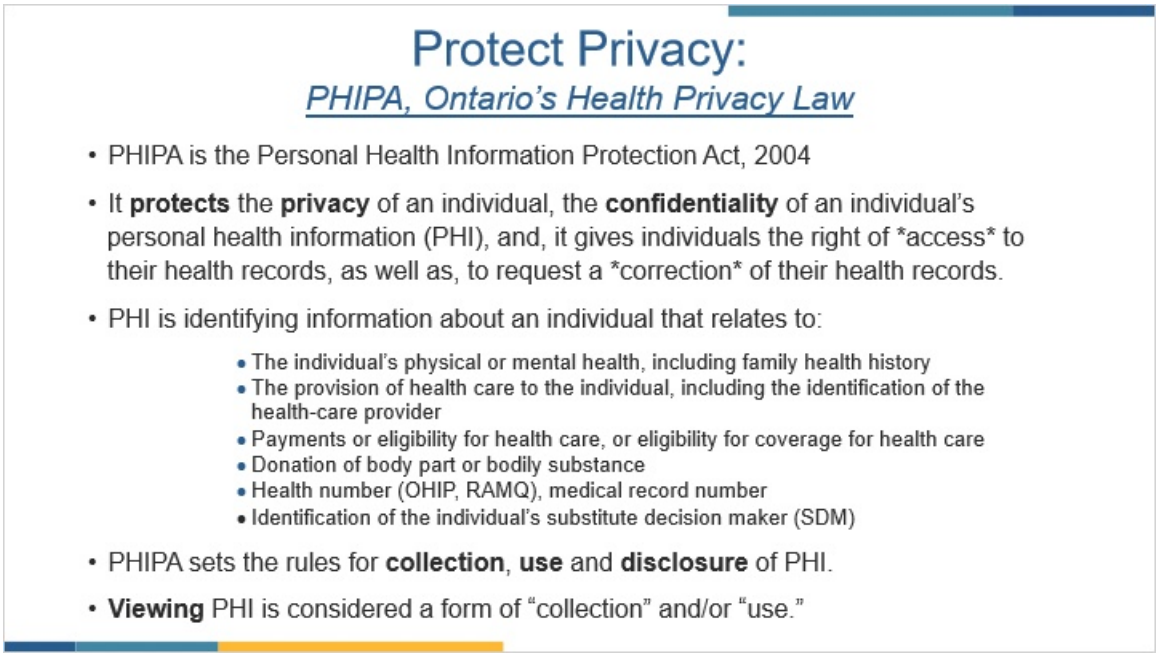
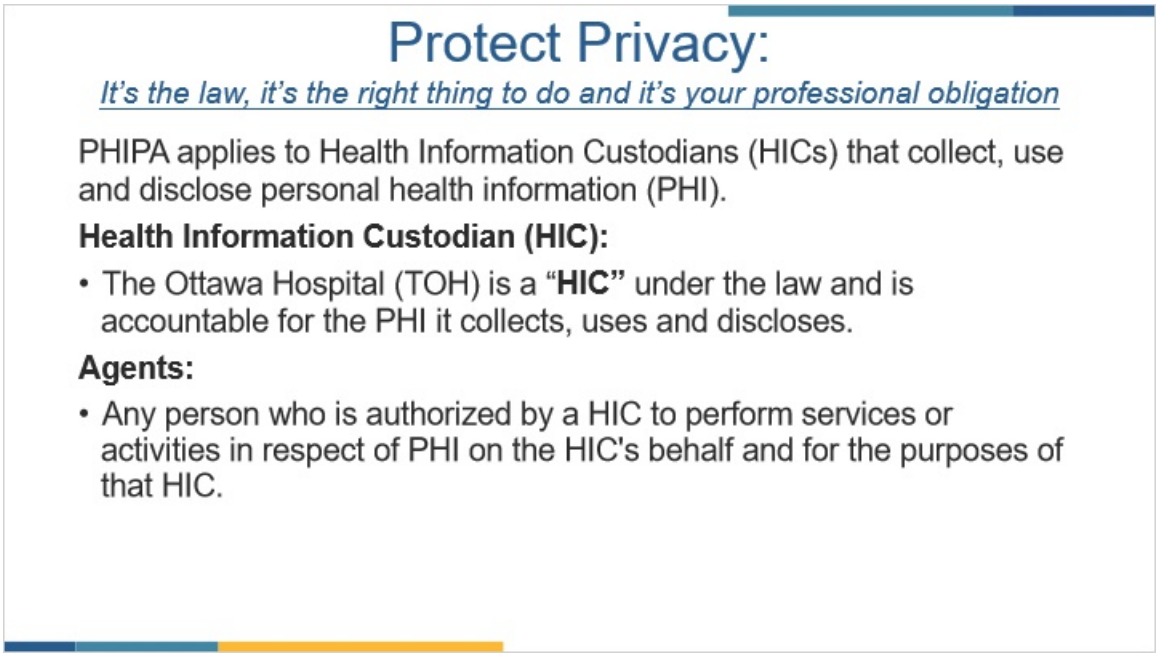
1. ENGLISH

1.1 PROTECT PRIVACY:

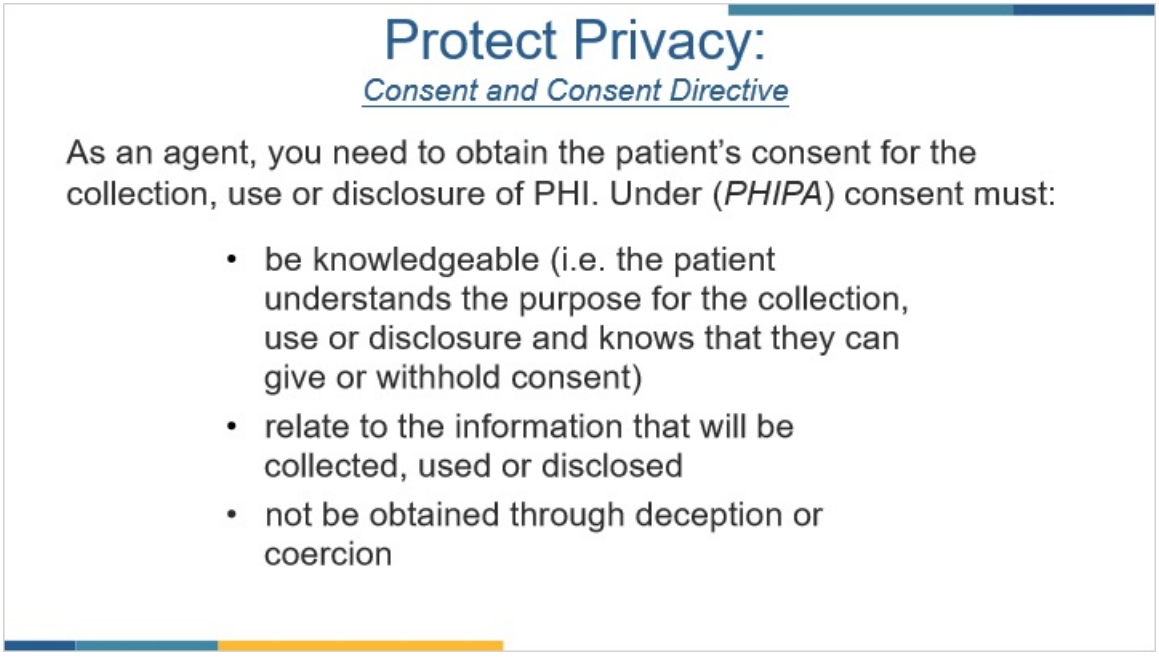
1.2 Protect Privacy:



1.3 Protect Privacy:



1.4 Protect Privacy:



1.5 Protect Privacy:

Protect Privacy:

What is Express Consent?

Express consent is given either verbally or in writing, to collect, use or disclose PHI. It is also possible to expressly withhold or refuse to give consent to the collection, use or disclosure of PHI. If consent is withheld or not given, then the you cannot collect, use or disclose PHI, unless *PHIPA* otherwise allows the practice without consent.

Implied consent is understood to be consent that the agent concludes has been given based on what the patient does or does not do in the circumstances. For example, when a patient walks into an Emergency Department and tells the Triage Nurse that they are having trouble breathing.

For Assumed implied consent, you may assume that all the elements of consent are fulfilled. Assumed implied consent may only occur in the context of the "Circle of Care." Unless the patient has specifically withheld or withdrawn their consent, you may assume their implied consent for providing health care within the "Circle of Care."

1.6 Protect Privacy:

Protect Privacy:

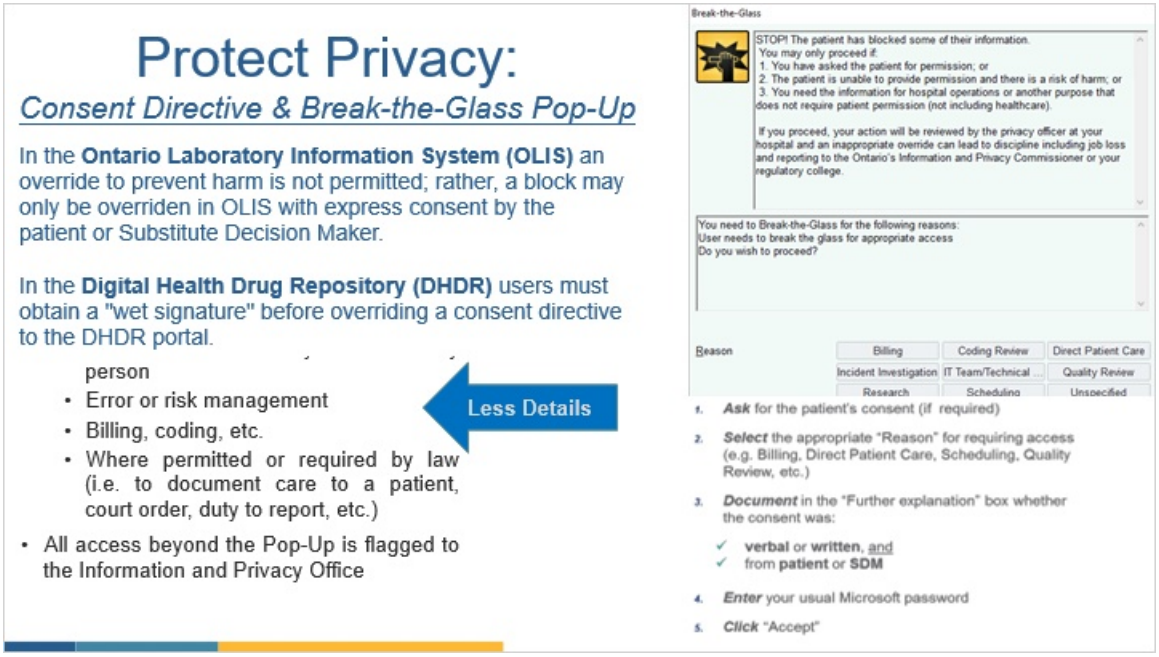
Consent Directive & Break-the-Glass Pop-Up

- A patient may request a **consent directive** be applied to their health record, to an encounter or to a specific user.
- Health care providers may not access the patient's record without **express consent**, unless it is an authorized access that does not require consent, i.e.:
  - Risk of serious bodily harm to any person
  - Error or risk management
  - Billing, coding, etc.
  - Where permitted or required by law (i.e. to document care to a patient, court order, duty to report, etc.)
- All access beyond the Pop-Up is flagged to the Information and Privacy Office

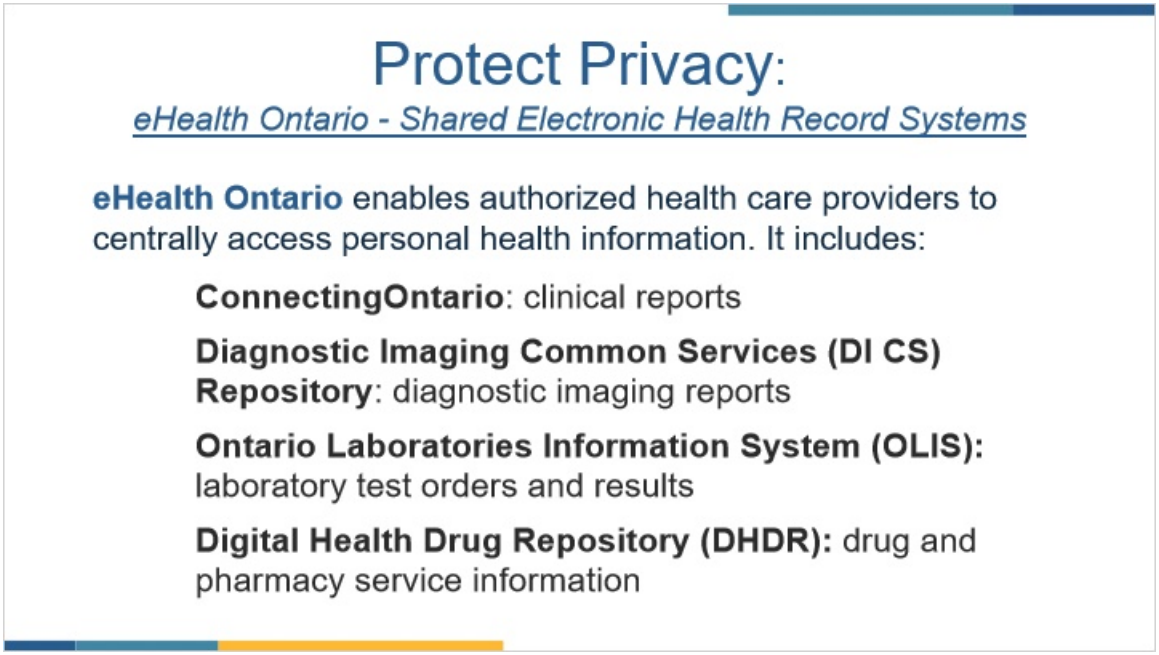
More Details

1. ***Ask*** for the patient's consent (if required)
2. ***Select*** the appropriate "Reason" for requiring access (e.g. Billing, Direct Patient Care, Scheduling, Quality Review, etc.)
3. ***Document*** in the "Further explanation" box whether the consent was:
   - ✓ **verbal** or **written**, and
   - ✓ from **patient** or **SDM**
4. ***Enter*** your usual Microsoft password
5. ***Click*** "Accept"

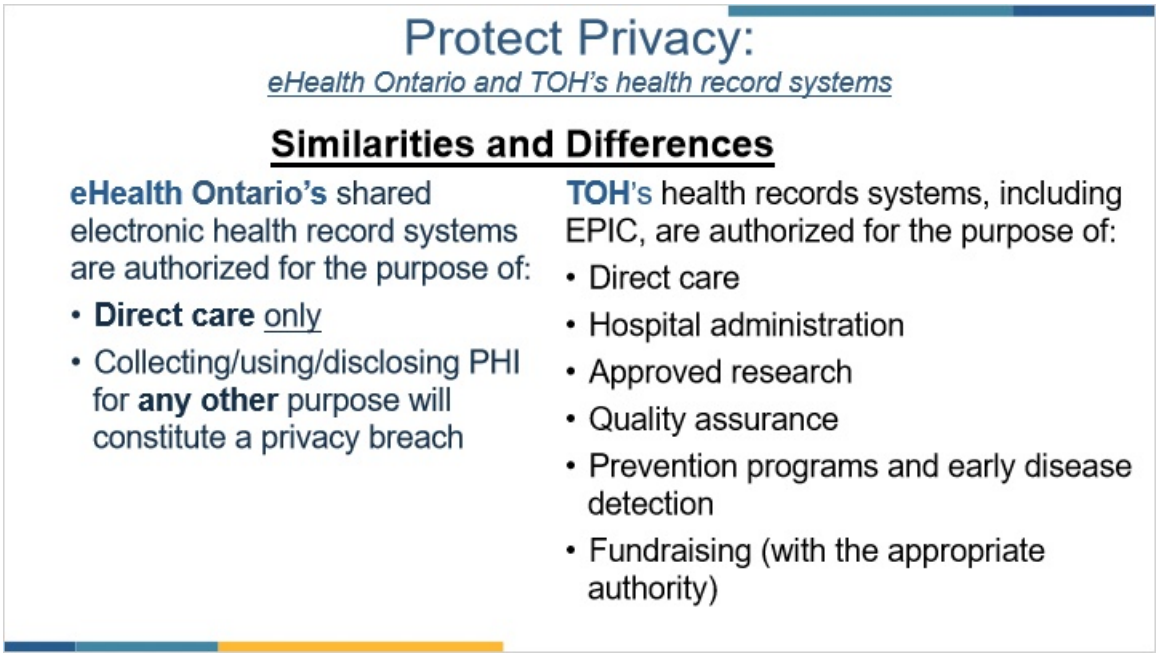
Untitled Layer 1 (Slide Layer)



1.7 Protect Privacy:

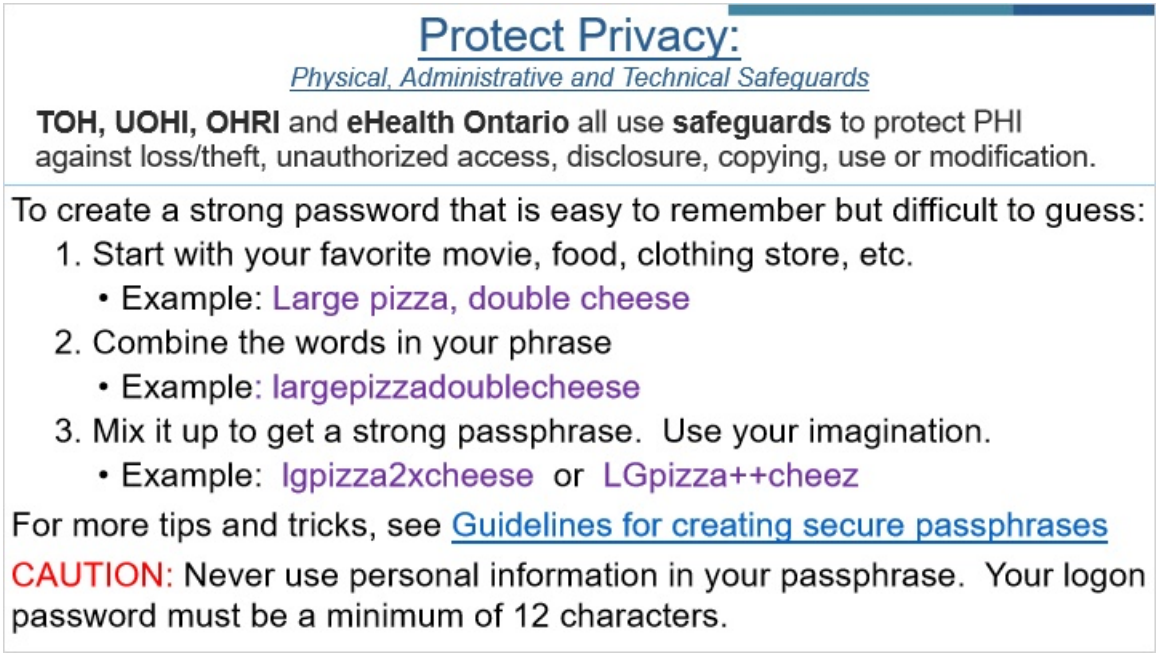


1.8 Protect Privacy:

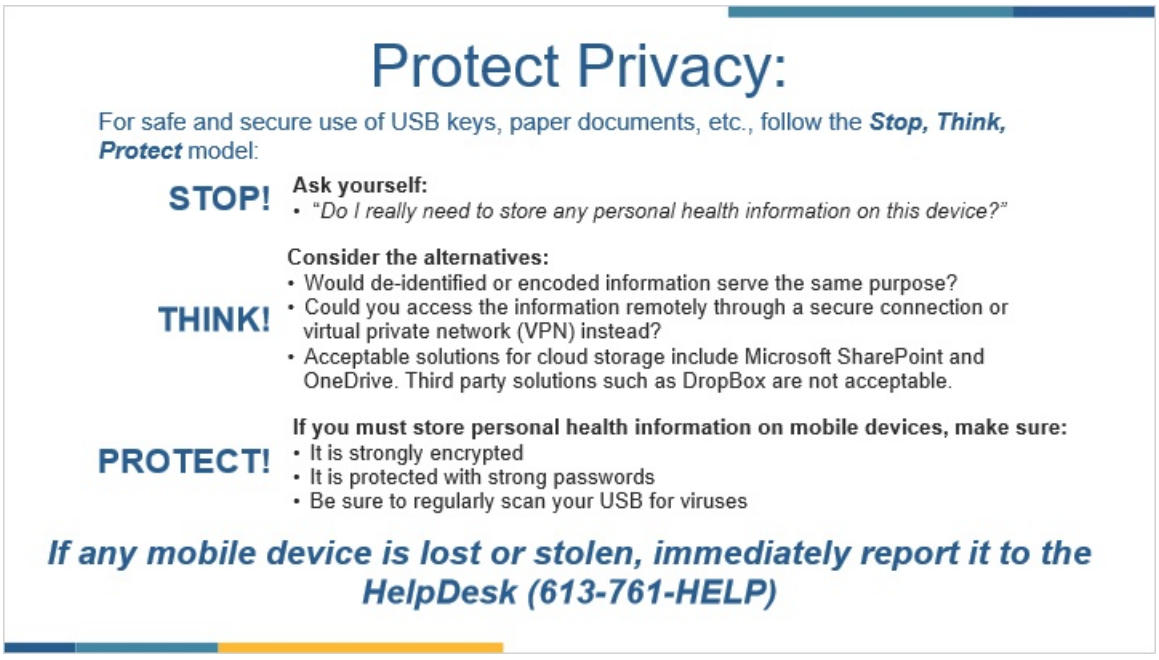


1.9 Protect Privacy:

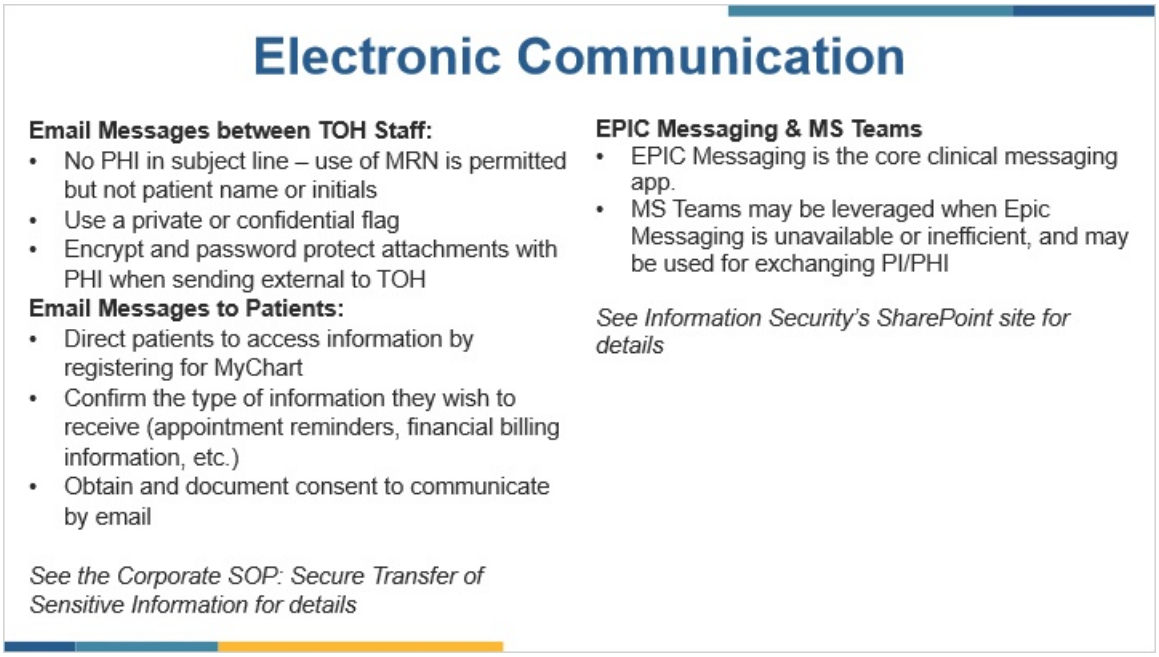
Untitled Layer 1 (Slide Layer)



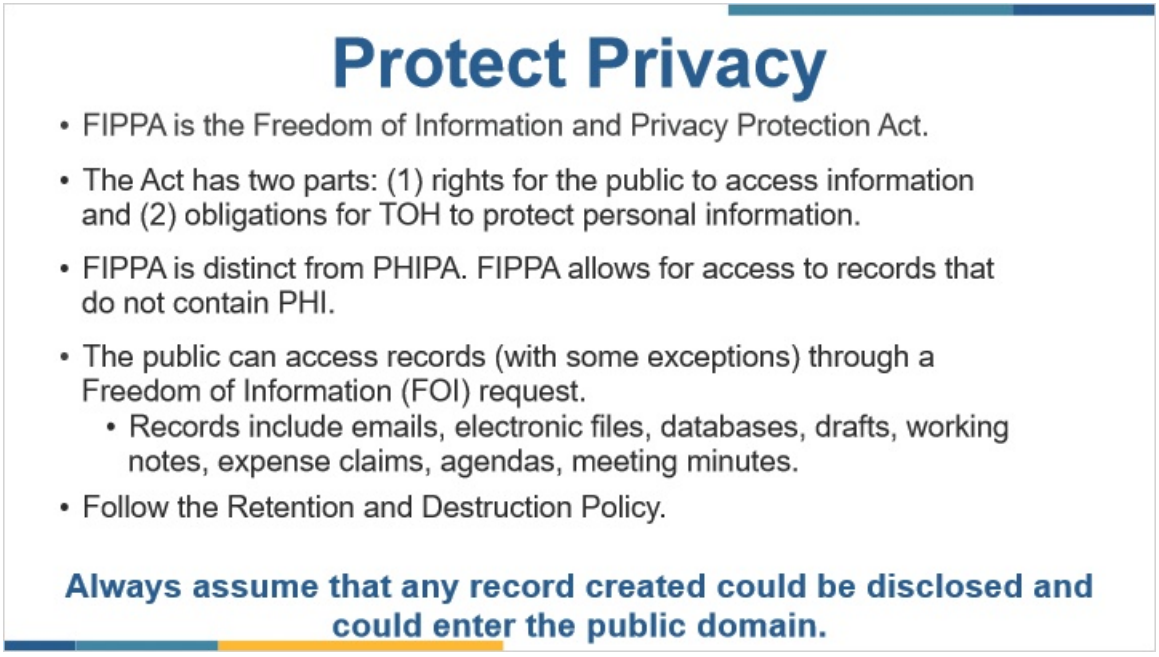
1.10 Protect Privacy



1.11 Electronic Communication

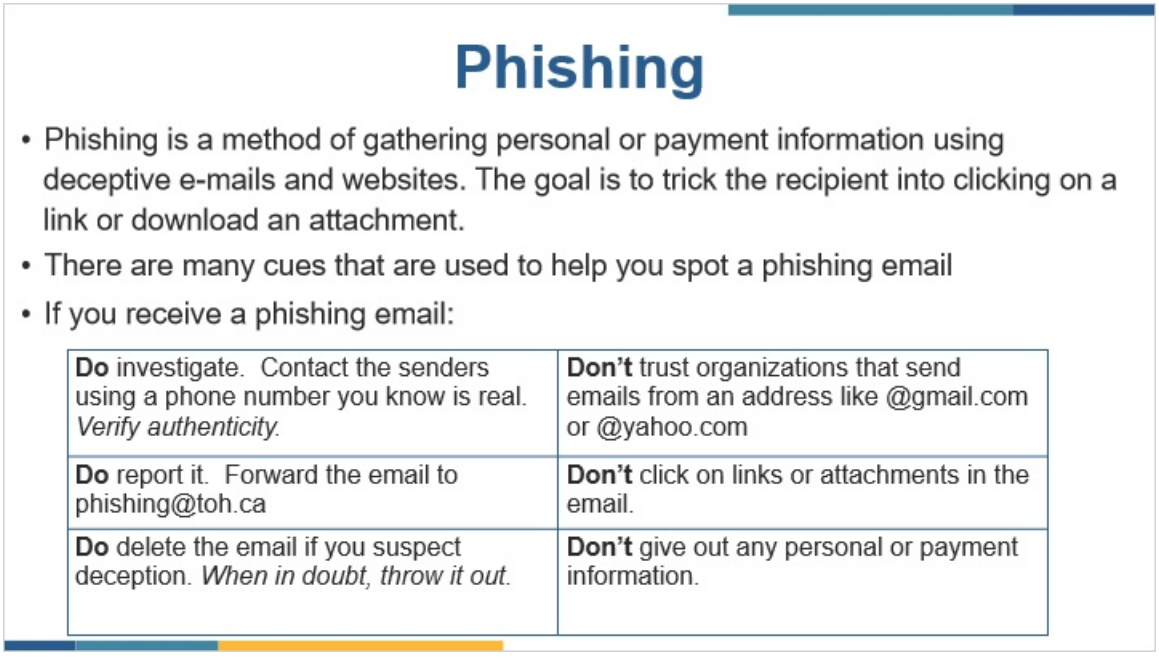


1.12 Protect Privacy



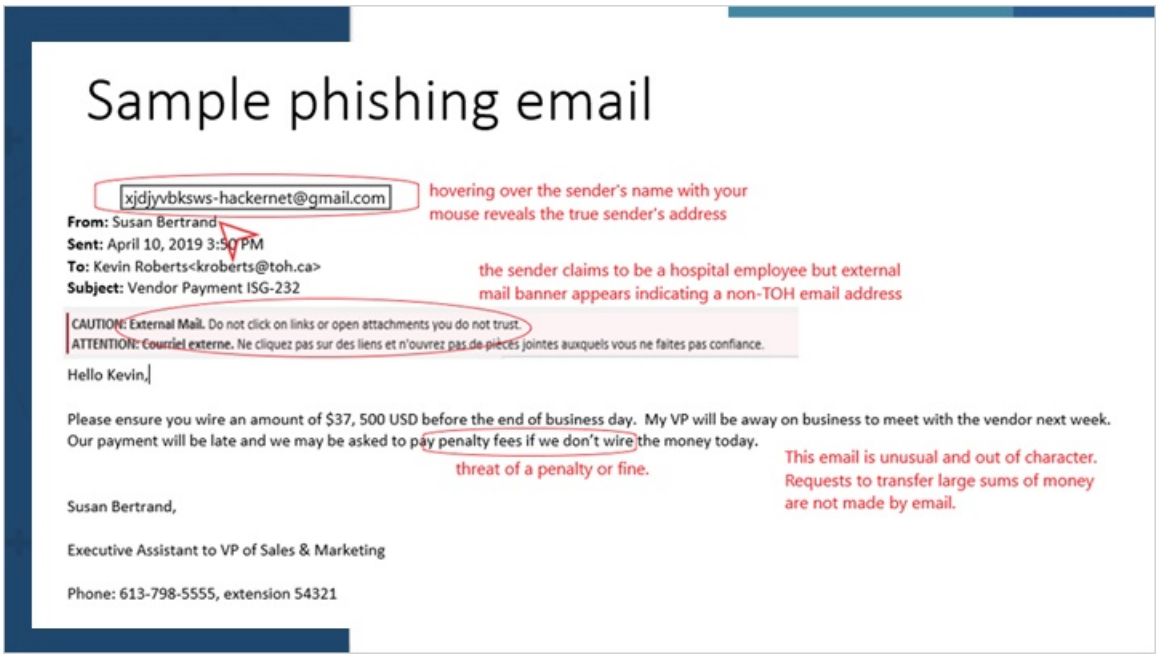
1.13 Protect Privacy:

1.14 Phising

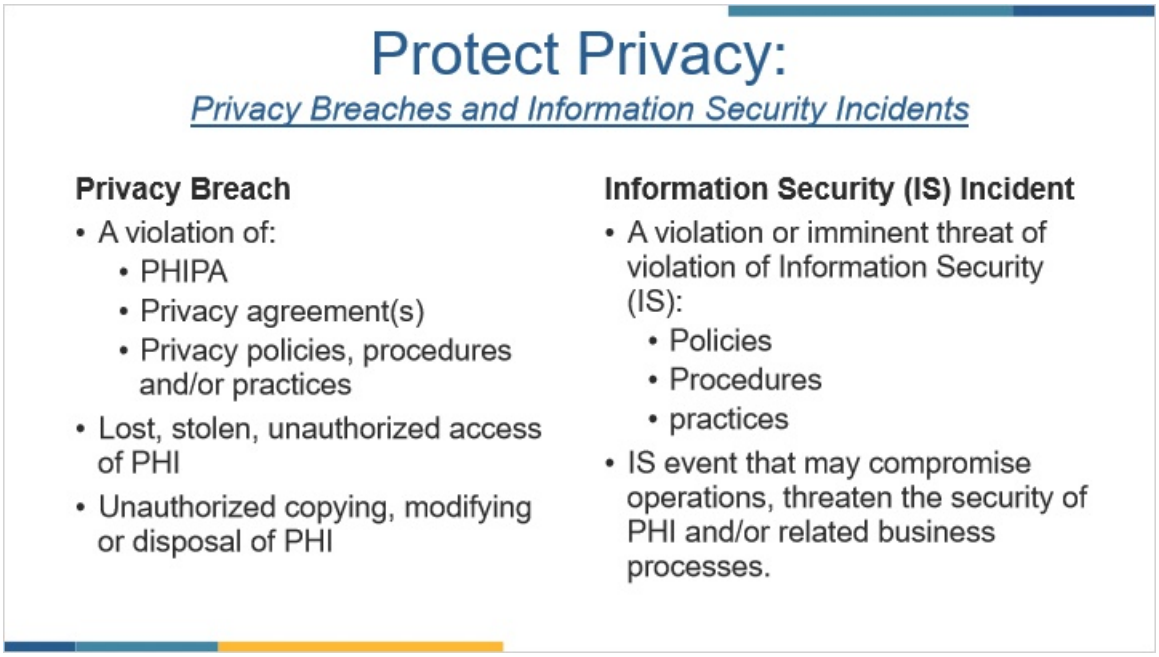


1.15 How to spot a Phishing email

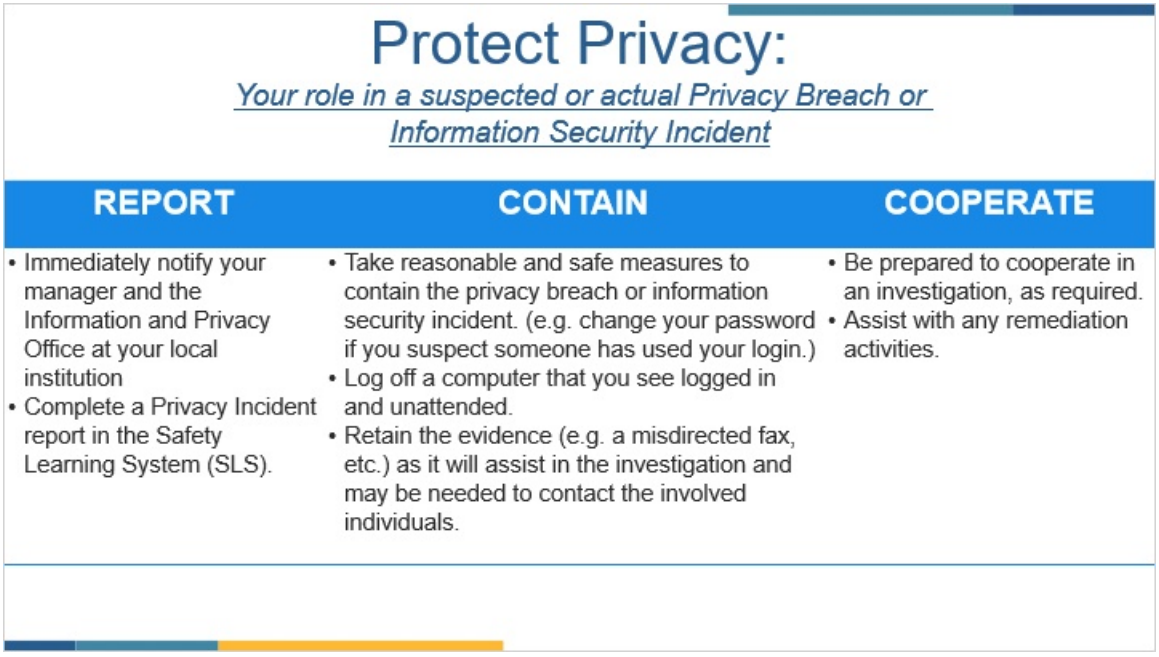
Untitled Layer 1 (Slide Layer)



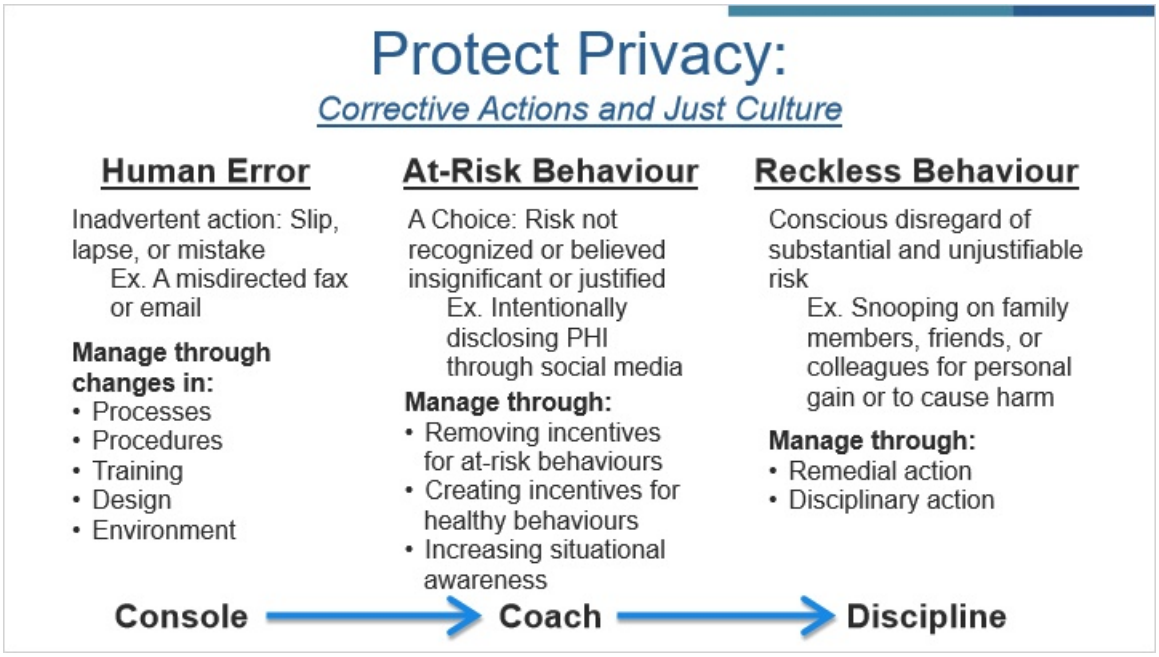
1.16 Protect Privacy:



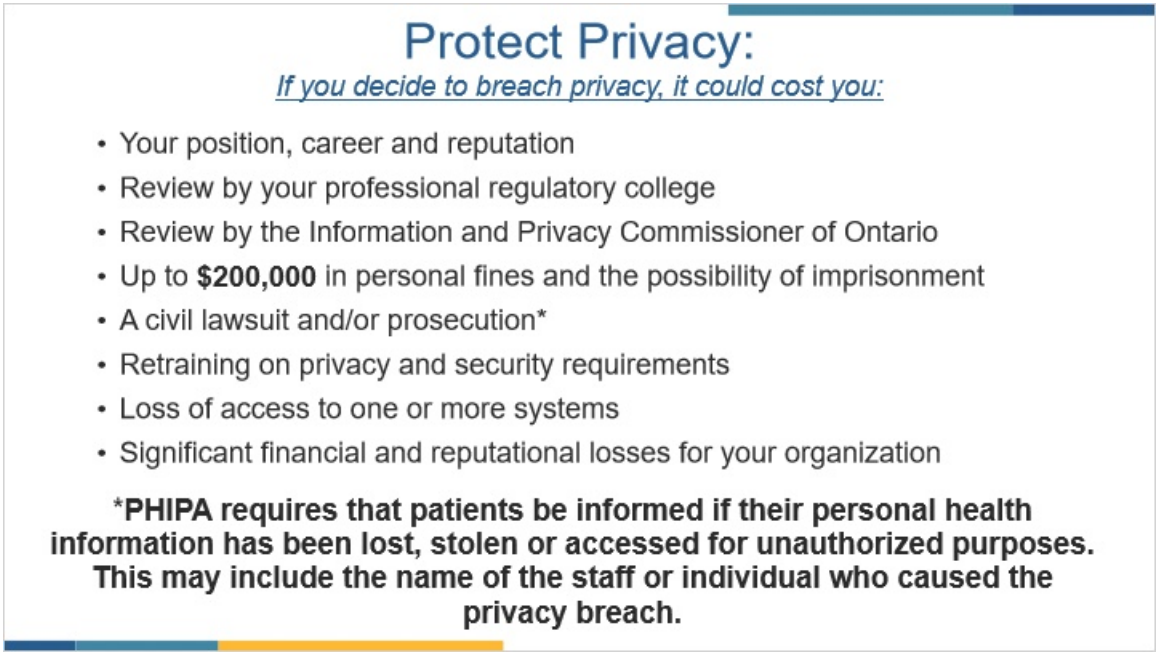
1.17 Protect Privacy:



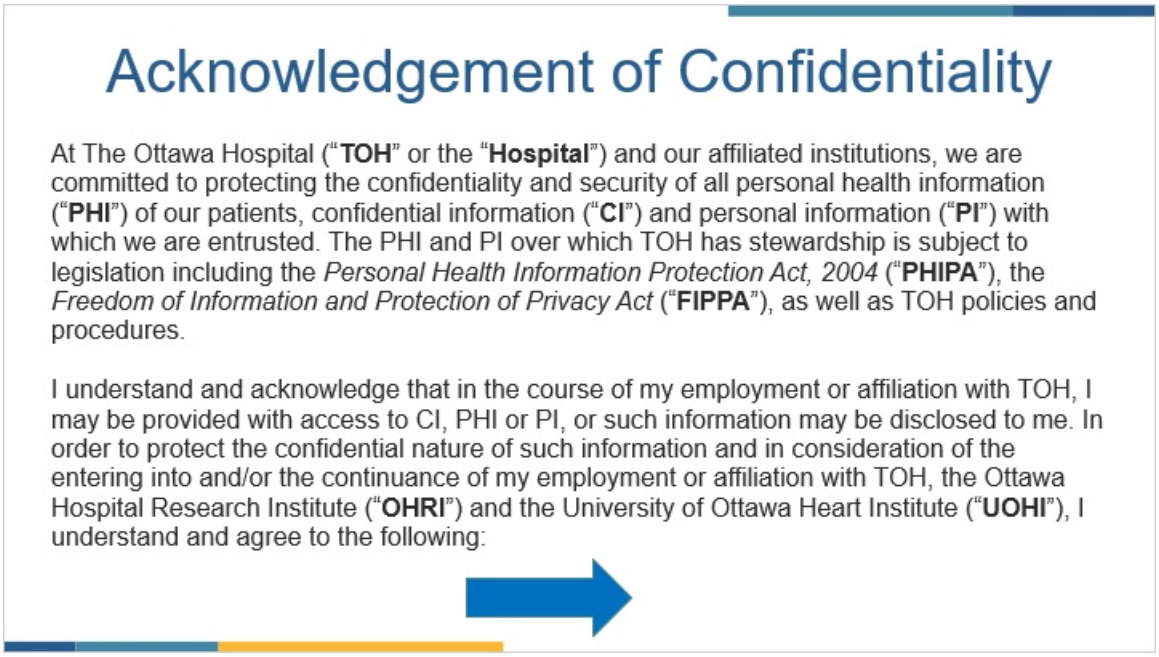
1.18 Protect Privacy:



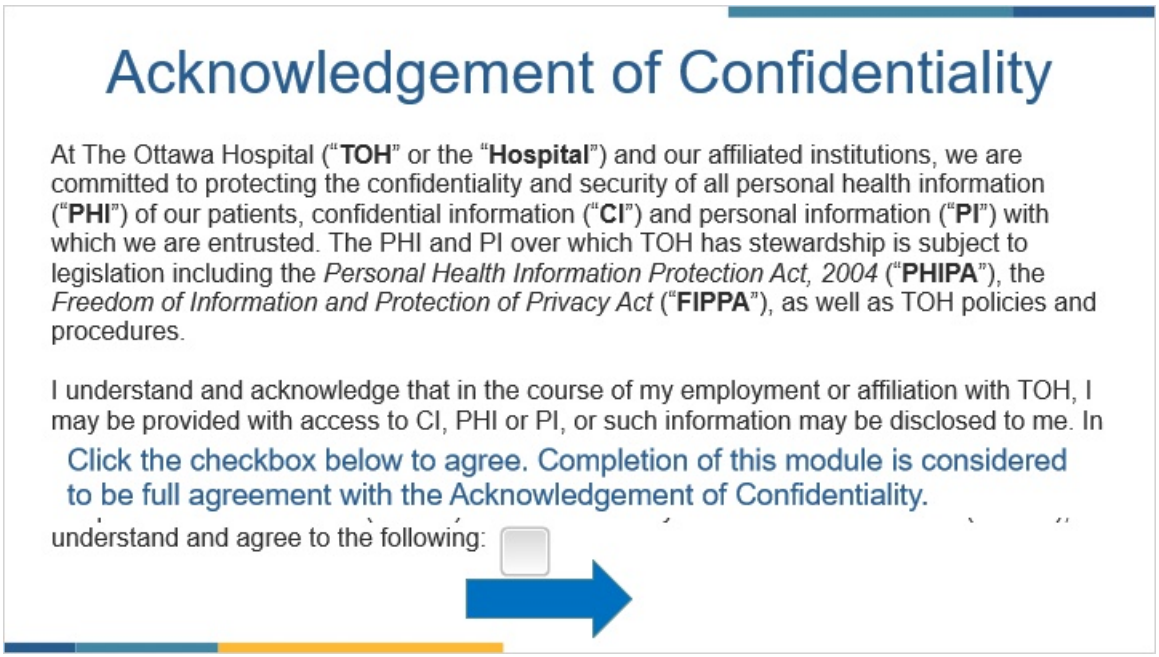
1.19 Protect Privacy:



1.20 Acknowledgement of Confidentiality



Untitled Layer 1 (Slide Layer)

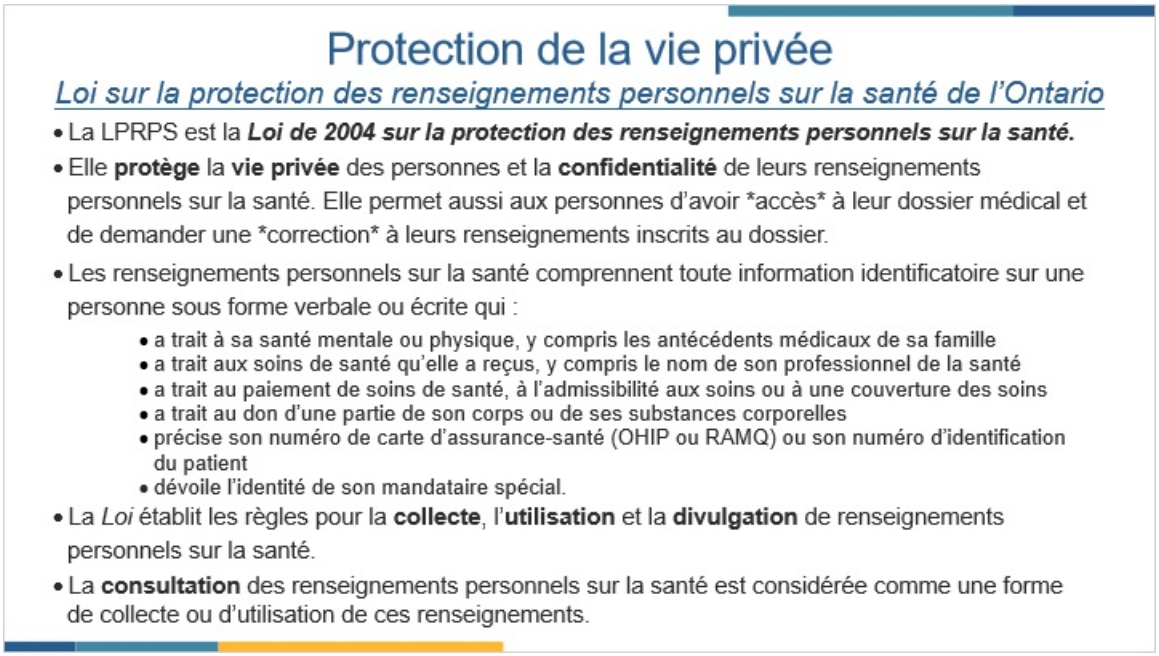


1.21 Completed

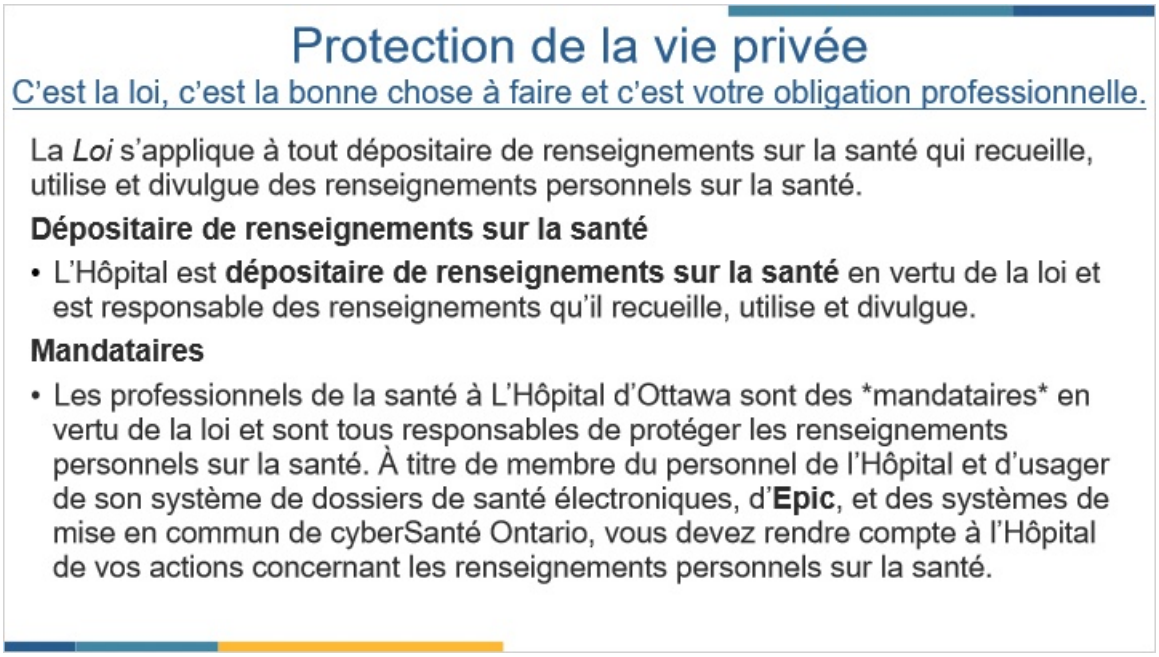
2. FRENCH

2.1 PROTECT PRIVACY:

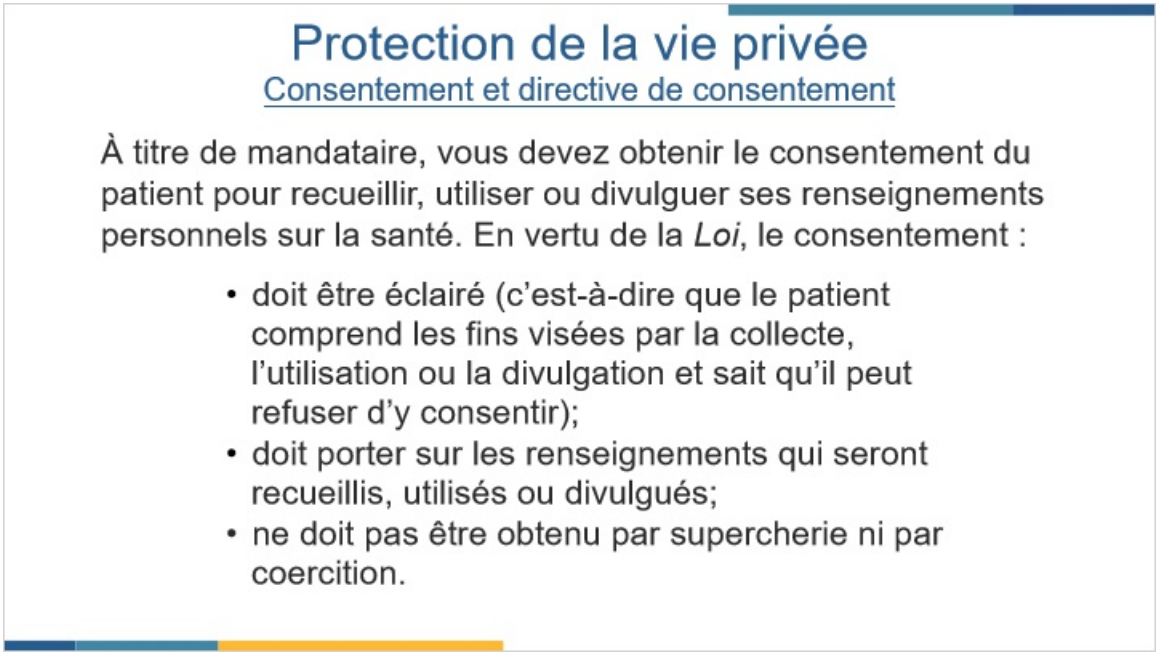
2.2 Protect Privacy:



2.3 Protect Privacy:



2.4 Protect Privacy:



2.5 Protect Privacy:

Protection de la vie privée

Qu'est-ce que le consentement explicite?

Le **consentement explicite** pour recueillir, utiliser ou divulguer des renseignements personnels sur la santé se donne verbalement ou par écrit. Il est aussi possible d'expressément interdire la collecte, l'utilisation ou la divulgation de renseignements personnels sur la santé. Si le patient refuse de donner son consentement ou le retire, vous ne pouvez pas recueillir, utiliser, ni divulguer ses renseignements personnels sur la santé, à moins que la *Loi* vous l'autorise sans l'obtention d'un consentement.

Le **consentement implicite** est une autorisation qui n'est pas obtenue directement. Le mandataire peut conclure par inférence qu'il a le consentement implicite du patient en raison des propos ou du comportement du patient dans les circonstances. Par exemple, si un patient se présente à l'Urgence en exprimant qu'il a de la difficulté à respirer, son comportement constitue un consentement implicite à la consultation de son dossier médical.

Dans le contexte du cercle de soins du patient, il est possible de **présumer le consentement implicite** du patient si tous les éléments du consentement sont respectés. Sauf si le patient a expressément refusé ou retiré son consentement, on peut présumer son consentement implicite à recevoir des soins des membres de son cercle de soins.

2.6 Protect Privacy:

Protect Privacy:

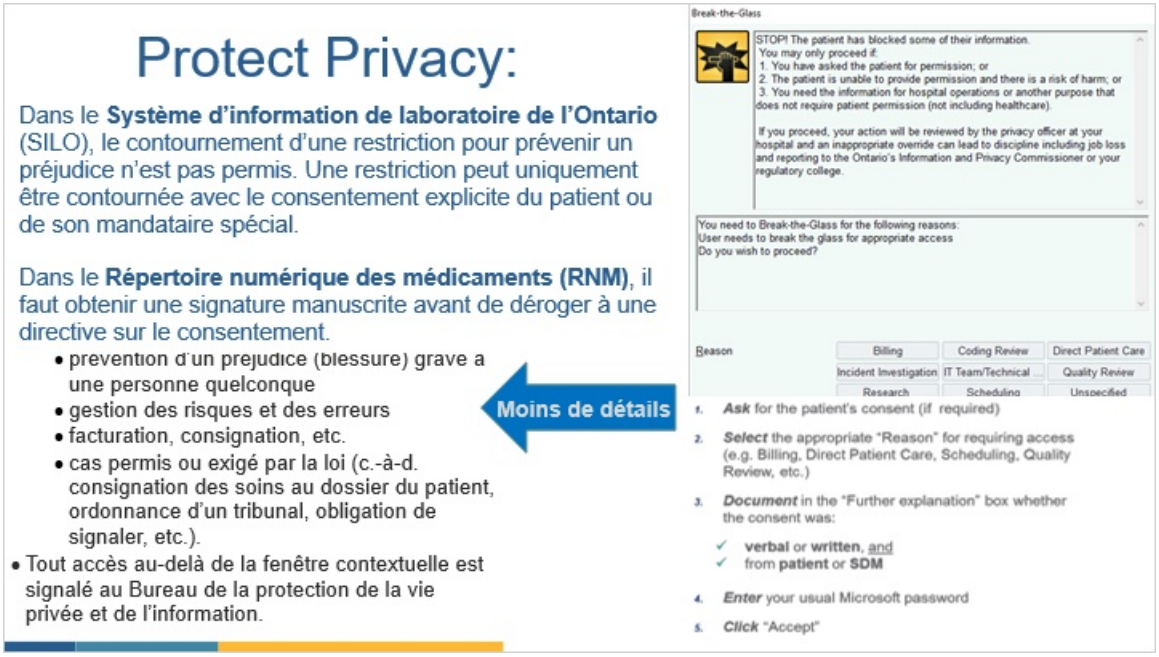
Consent Directive & Break-the-Glass Pop-Up

- Un patient peut demander de faire appliquer une directive sur le consentement pour « verrouiller » l'accès à son dossier médical par toute personne ou par certaines personnes en particulier.
- Dans un tel cas, un professionnel de la santé ne peut pas avoir accès au dossier médical du patient sans son consentement explicite, sauf dans les cas suivants :
  - prévention d'un préjudice (blessure) grave à une personne quelconque
  - gestion des risques et des erreurs
  - facturation, consignation, etc.
  - cas permis ou exigé par la loi (c.-à-d. consignation des soins au dossier du patient, ordonnance d'un tribunal, obligation de signaler, etc.).
- Tout accès au-delà de la fenêtre contextuelle est signalé au Bureau de la protection de la vie privée et de l'information.

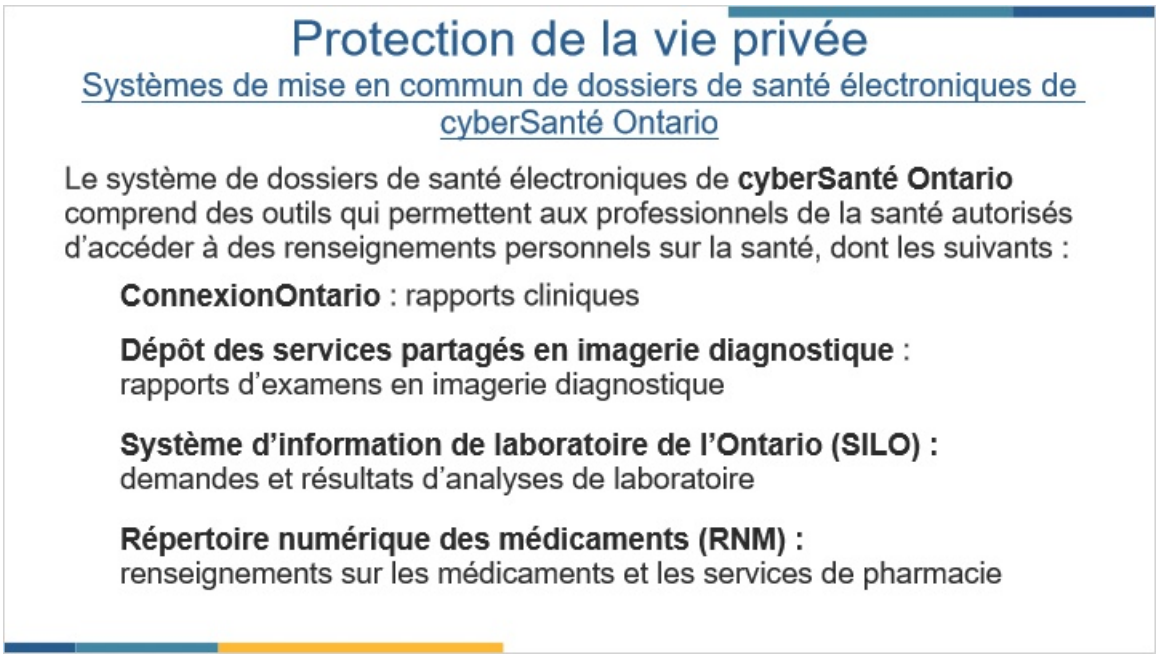
Plus de détails

1. ***Ask*** for the patient's consent (if required)
2. ***Select*** the appropriate "Reason" for requiring access (e.g. Billing, Direct Patient Care, Scheduling, Quality Review, etc.)
3. ***Document*** in the "Further explanation" box whether the consent was:
   - ✓ **verbal** or **written**, and
   - ✓ from **patient** or **SDM**
4. ***Enter*** your usual Microsoft password
5. ***Click*** "Accept"

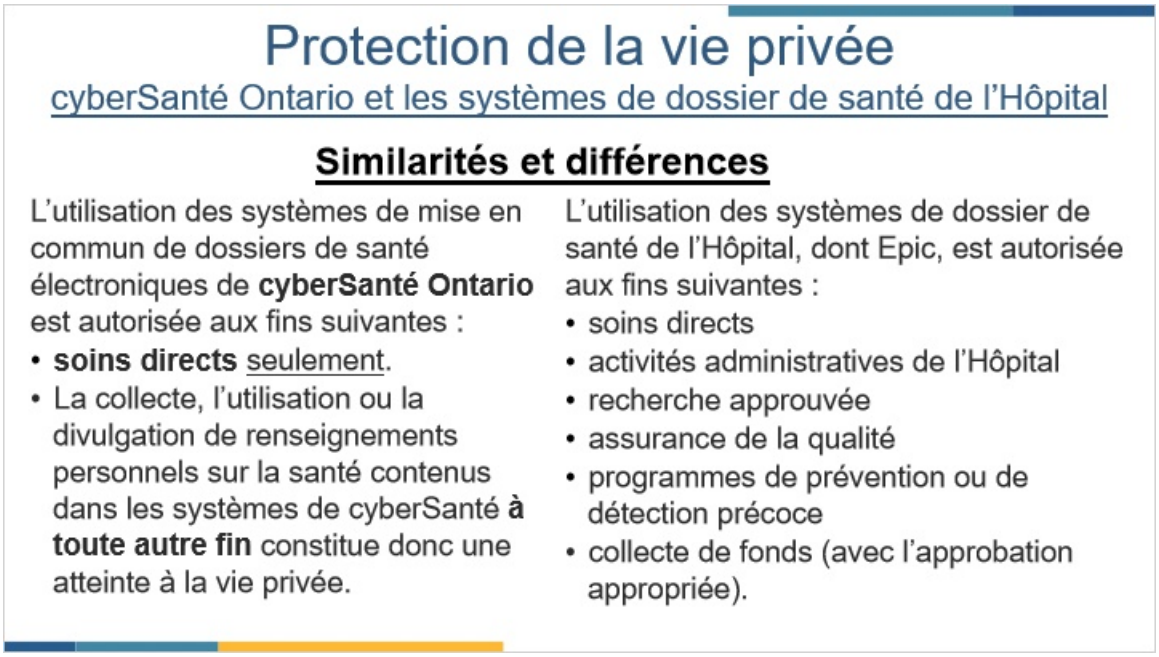
Untitled Layer 1 (Slide Layer)



2.7 Protect Privacy:

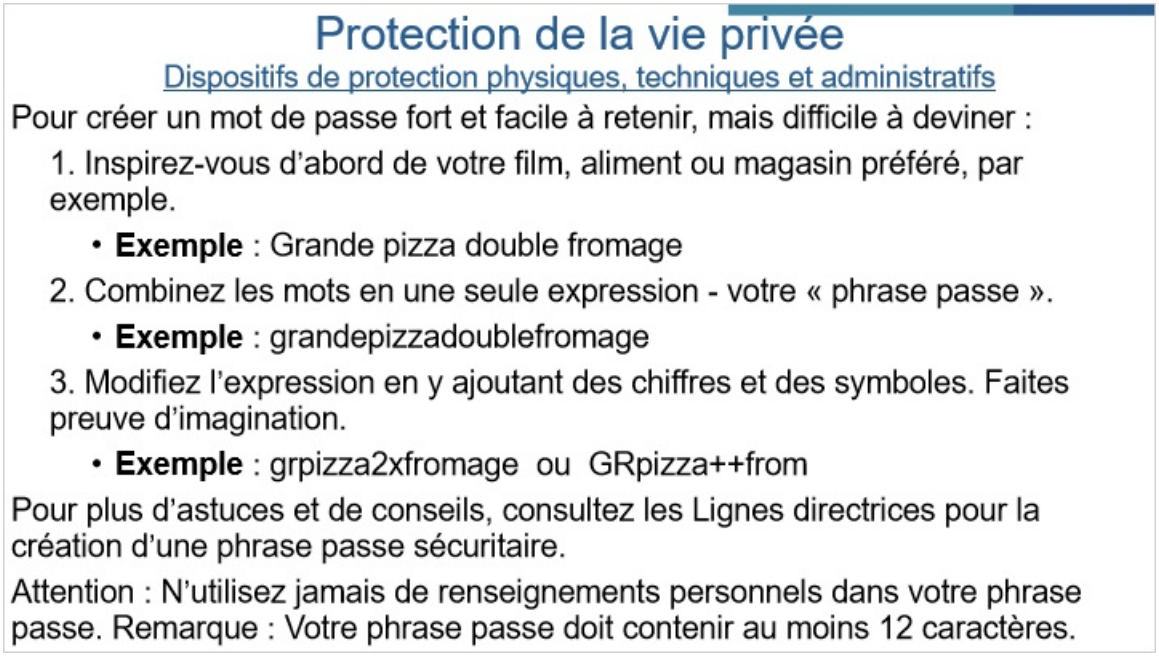


2.8 Protect Privacy:



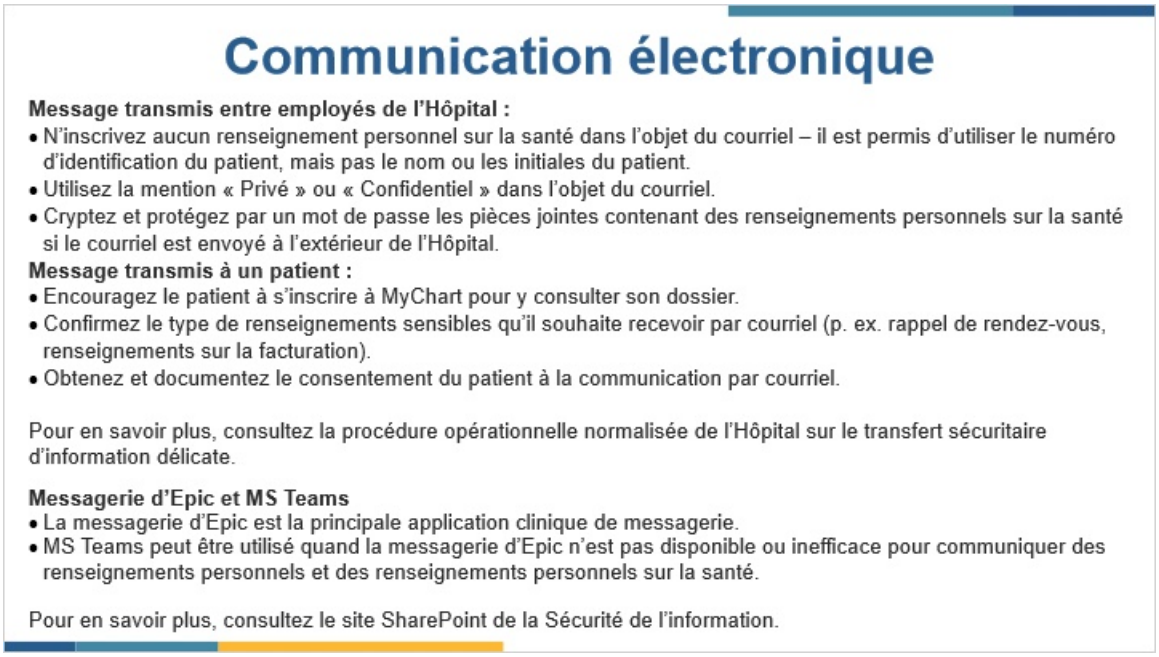
2.9 Protect Privacy:

Untitled Layer 1 (Slide Layer)



2.10 Protect Privacy

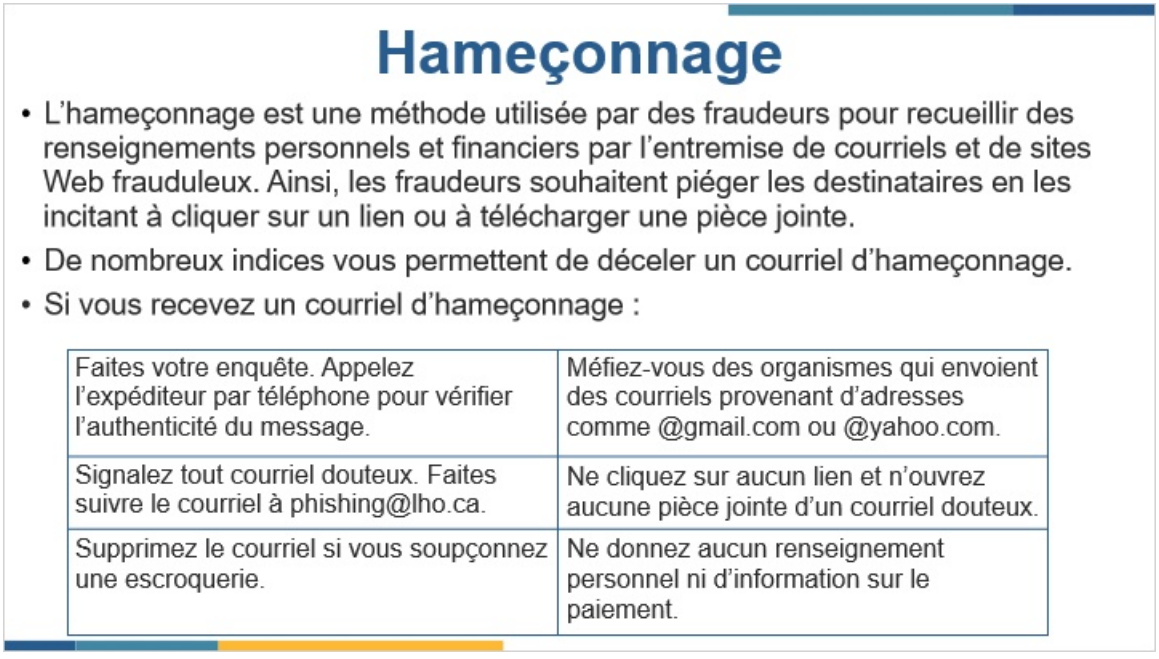
2.11 Electronic Communication



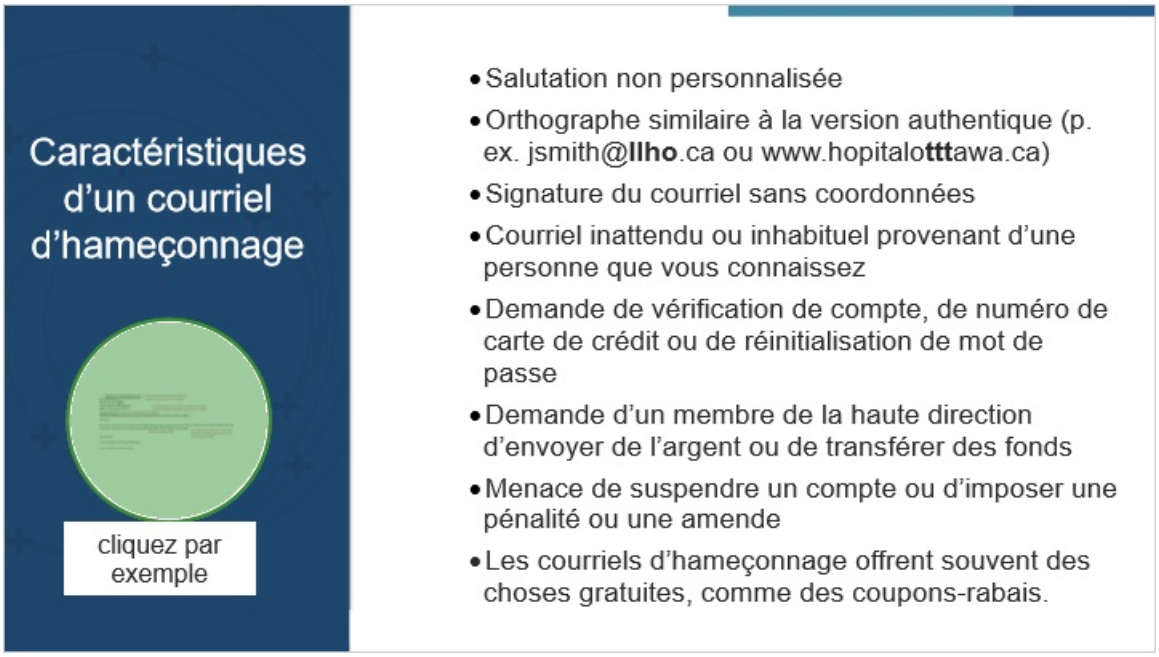
2.12 Protect Privacy

2.13 Protect Privacy:

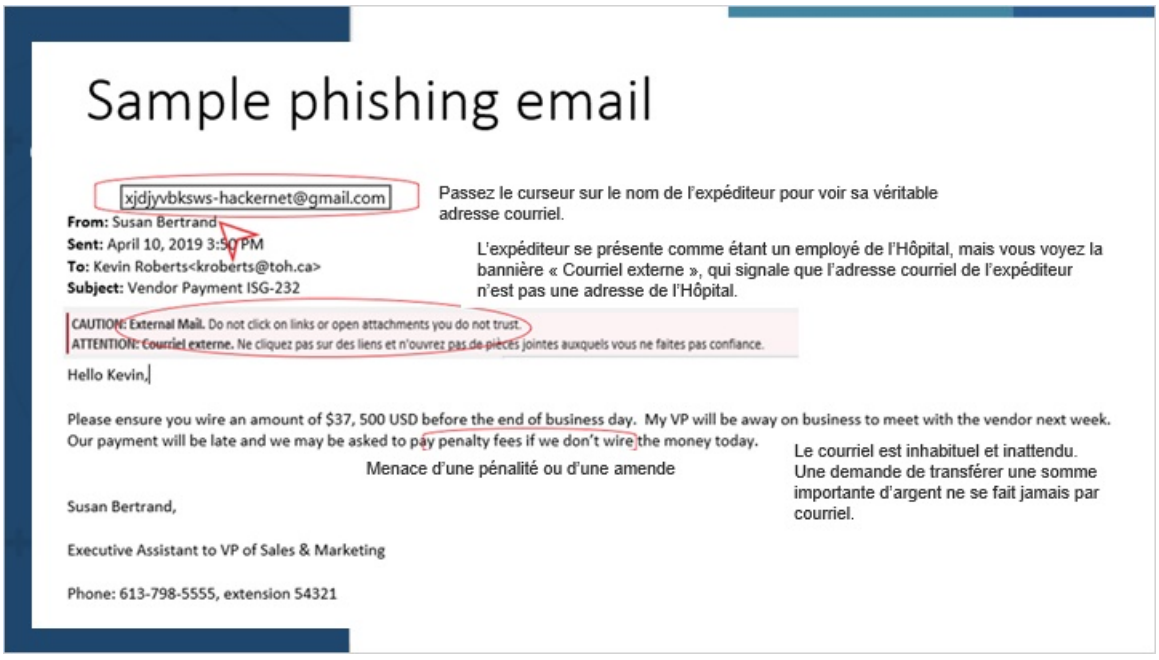
2.14 Phising



2.15 How to spot a Phishing email

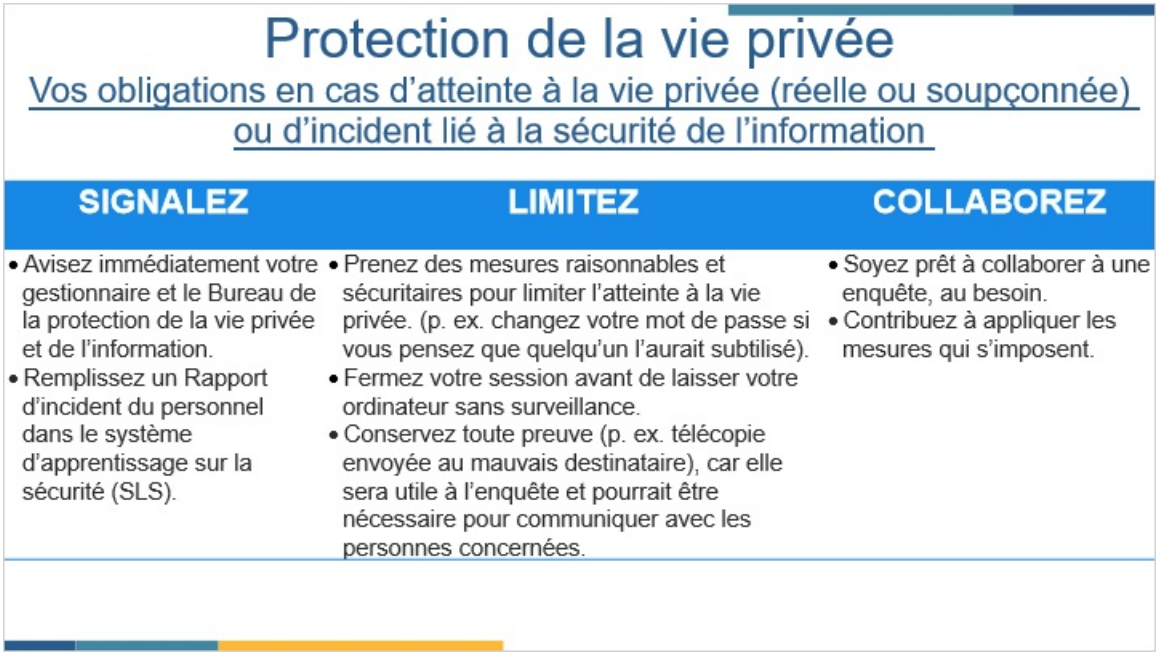


Untitled Layer 1 (Slide Layer)

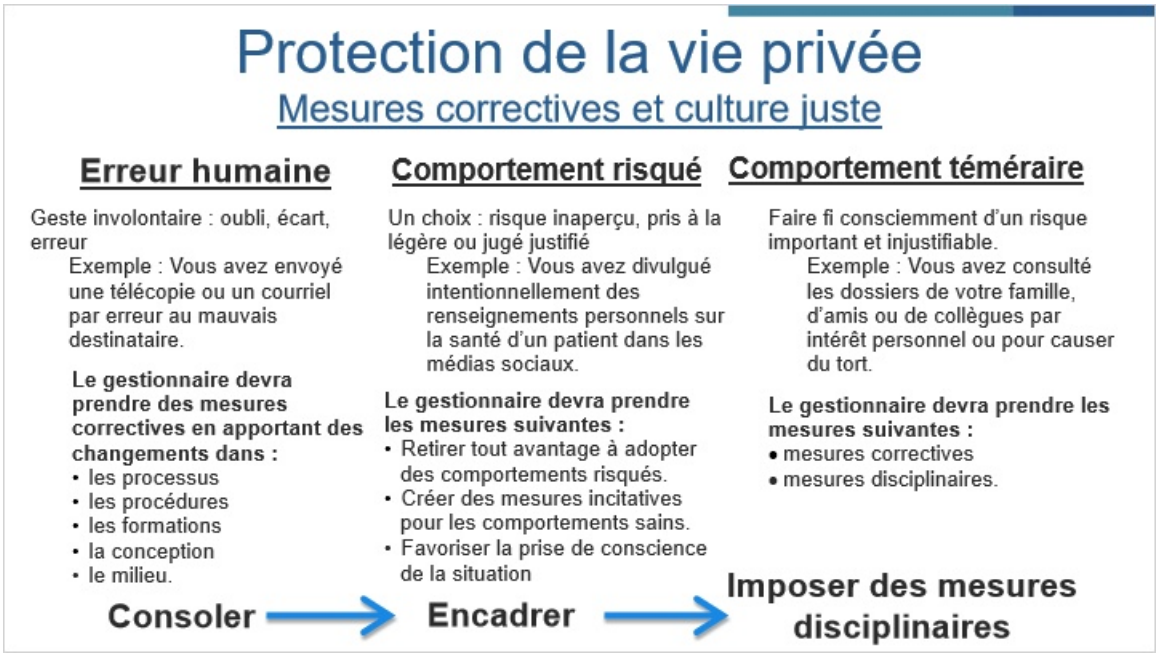


2.16 Protect Privacy:

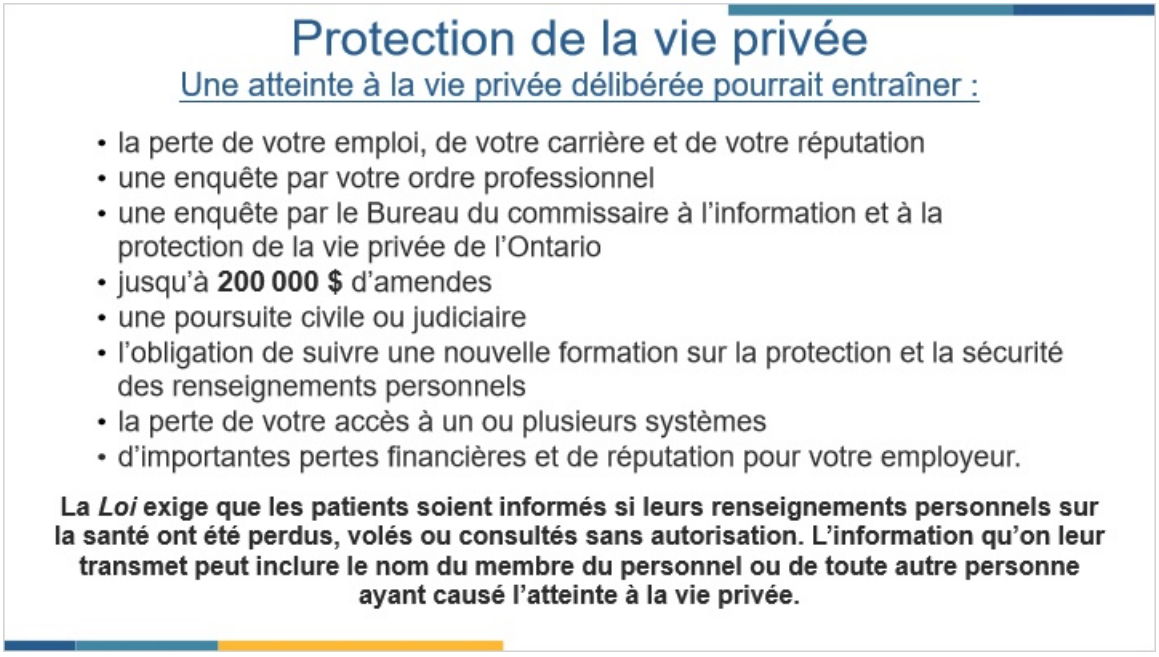
2.17 Protect Privacy:



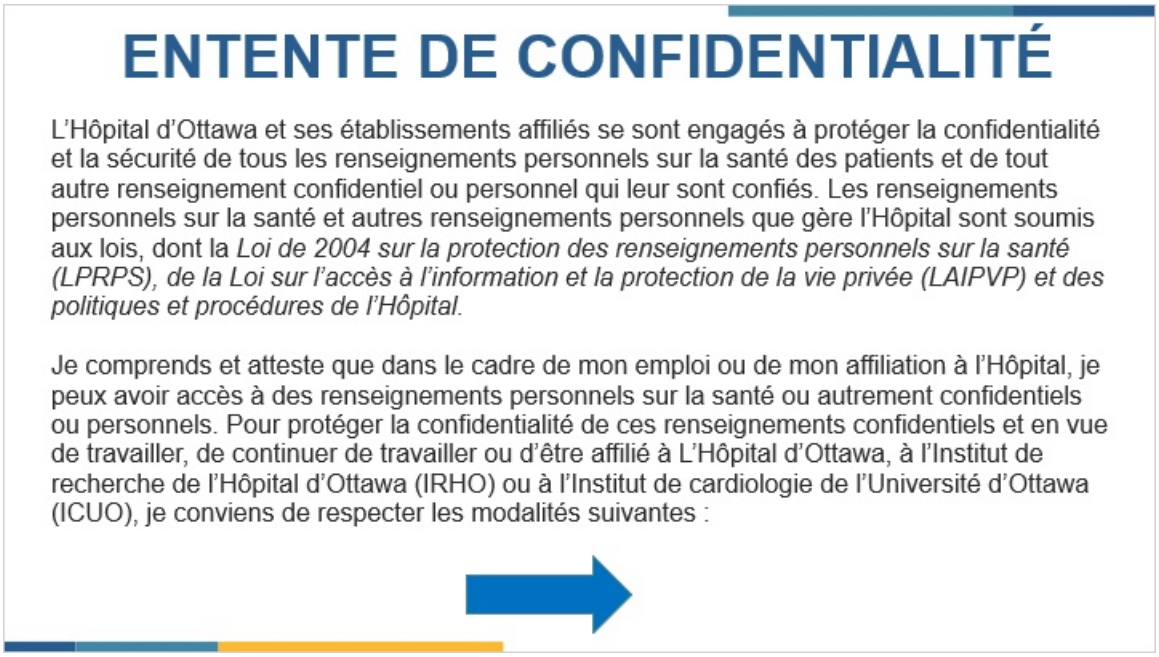
2.18 Protect Privacy:



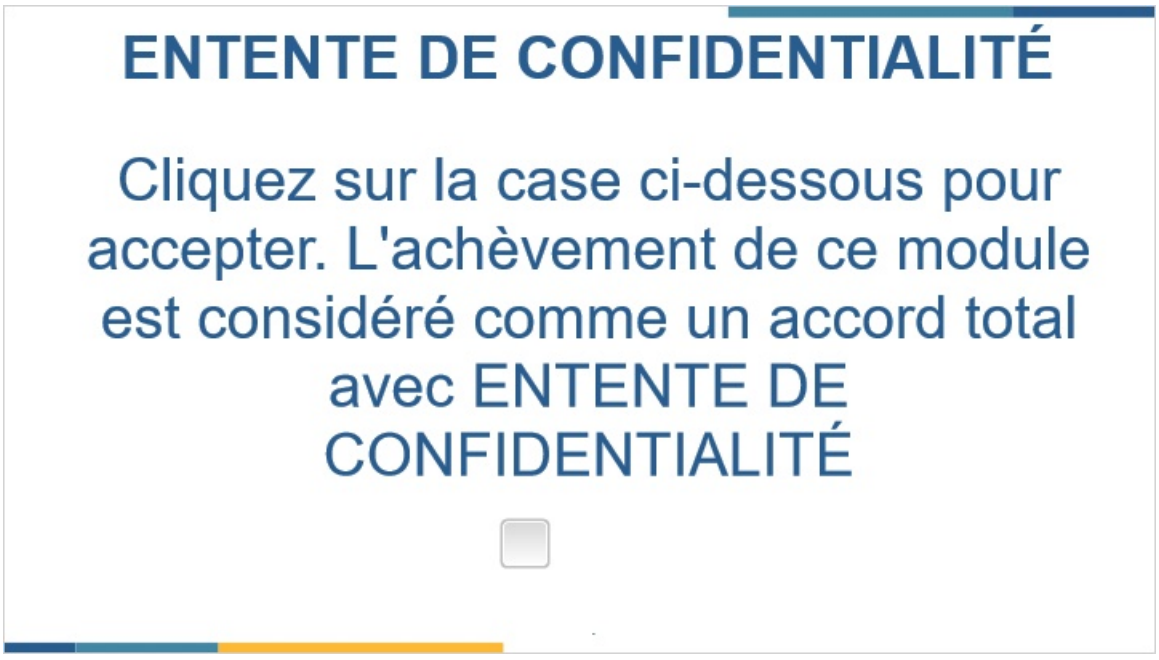
2.19 Protect Privacy:



2.20 ENTENTE DE CONFIDENTIALITÉ



Untitled Layer 1 (Slide Layer)



2.21 Completed