

HOW TO MAKE A REQUEST FOR CORRECTION OF YOUR PERSONAL INFORMATION IN A HOSPITAL RECORD

A request to correct personal information (information about yourself) can be made after you are given access to the information. If you believe there is an error or omission in your personal information contained in a Hospital record you may, under section 47(2) of the Freedom of Information and Protection of Privacy Act, request correction of the information.

Please note that requests for correction can only be made for factual personal information. Opinions about you such as evaluative comments or assessments are personal information but are not facts about you. It is not possible to correct or annotate opinions. If you disagree with an evaluation or assessment you may speak with the evaluator about it or write a letter to the head of the department or office responsible for the information disputing the evaluation or assessment and ask that your statement of disagreement be linked to the evaluation. Only factual information can be corrected under FIPPA, not subjective opinions.

You can make a request to correct personal information contained in a Hospital record by using the procedure outlined below.

Step 1 Make your request for correction to the head of the department or office that has custody or control of your personal information. Be prepared to present identification to validate who you are. Explain the reasons for your request and provide, when necessary, the factual information that is missing or that proves the information on file is incorrect. Most information is corrected through an informal process using regular procedures.

Step 2 In rare cases, a department might refuse to:

- a) Correct the information
- b) Attach to the information your statement of disagreement about the correction that you requested but which was not made
- c) Notify any person or body to whom your personal information was disclosed within the year before you made your request

If this happens, you may submit a signed request in writing, either delivering it by hand or mailing it to the FOI & Privacy Office (complete address below). Requests received by electronic mail are not accepted. A request-form template is available at: <http://www.hoteldieushaver.org>

Step 3 Your request must contain:

- a) A description of the specific information to be corrected
- b) The location of the information (i.e., the identity of the personal information bank, if applicable, or the Hospital department or office that has custody or control of the record(s) containing your personal information)
- c) The correction you want made
- d) The reason(s) for the correction

A clearly defined request will greatly assist the Hospital to search, locate and retrieve the personal information and answer your request quickly. The

Hospital may ask you to present yourself in person to the appropriate department with one piece of picture ID or provide other proof of identity satisfactory to it.

- Step 4** If you are unable to provide sufficient detail to describe the personal information you wish corrected, contact the FOI & Privacy Office (contact information below) for help formulating your request.
- Step 5** When the Hospital reaches a decision you will be notified in writing that either the correction was made or your request was refused. The letter will explain in detail the decision and give reasons.
- Step 6** If your request for correction is granted the Hospital will remove the original, incorrect information and replace it with the correct information that you requested. If your request for correction is refused the Hospital will attach or link your statement of disagreement to your personal information and the original information will remain on the record.
- Step 7** If you are not satisfied with the Hospital's decision to refuse to correct your personal information, you have thirty days (30) from the date of the Hospital's decision letter to request a review by Ontario's Information and Privacy Commissioner.

For additional information, please contact the FOI & Privacy Office.

FOI & Privacy Office
Hotel Dieu Shaver Health and Rehabilitation Centre
541 Glenridge Avenue
St. Catharines, Ontario
Canada, L2T 4C2

Telephone: (905) 685-1381 ext. 85229
Fax: (905) 688-9905