
Alberta's
Health
INFORMATION
Act

Online Training

Correcting Health Information

Department of Medicine
University of Alberta

Request to Correct or Amend Health Information

- If a correction can be dealt with in a more routine process, do so.
 - For example, if a patient informs you that the date of birth in their file is incorrect, have them provide their birth certificate or driver's license to confirm their identity and simply make the change.
 - A request can also be made formally, either in writing or by form.
 - There are no fees for correcting or amending information.
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Reasons for Refusing to Correct Health Information

The Custodian may refuse to correct health information if:

- the health record was created by another custodian; or
 - if it is a professional opinion or judgement (e.x. diagnosis).
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Deadline

- The custodian ***must*** make the correction, or respond in writing with the reason for refusal ***within 30 days.***
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If a Correction is Made

- All of the records must be corrected. This includes paper, electronic, and microform records.
 - A notation of correction or amendment needs to be made on the record, be it paper or electronic.
 - The corrected information must be sent to *everyone* to whom the original information was sent **over the past twelve months**. The patient must also be notified that the correction has been made.
 - Use the notations of disclosures to determine who was sent information in the past.
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The patient cannot correct or amend...

- If the information in question is a professional opinion or observation made by the custodian about the applicant; or
 - The record in question was not originally created by that custodian.
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If the custodian is refusing to make a correction, they must:

1. Notify the applicant within 30 days;
 2. provide the reason for refusing to make the correction; and
 3. tell the applicant that they may either:
 - Request the Privacy Commissioner to review the decision; or
 - Provide a Statement of Disagreement, a 500 word (or less) statement describing why they disagree with the information.
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If Applicant Provides a Statement of Disagreement

- The *Statement of Disagreement* must be attached to the original record and sent to *everyone* to whom the disputed information was sent *over the past 12 months.*
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Last Slide in this Set

Congratulations! You can now move on to the last set of slides - ***A Note on Electronic Health Records.***