

If you wish to know more about your rights under the *Personal Health Information Act* of Manitoba, or if you wish to make a complaint regarding privacy, please contact:

WRHA Privacy Officer
204-926-7049

Manitoba Ombudsman
204-982-9160 (Winnipeg)
or 1-800-665-0531
(toll-free in Manitoba)
750-500 Portage Ave.
Winnipeg MB R3C 3X1

If you have tried these approaches and still need to talk with someone, you may call WRHA Client Relations at 204-926-7825. They will investigate your concerns.



*We look
forward to
working with
you!*

**Working
Together**

Population and Public Health



Winnipeg Regional
Health Authority Office régional de la
santé de Winnipeg



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Health Authority Office régional de la
santé de Winnipeg

At the WRHA we believe your health is a private matter...

We collect, record, store, use or disclose personal information about you and your health that we need to provide you with health services. This is permitted under Manitoba's *Personal Health Information Act* (PHIA).

Personal Health Information we may need include:

- Your name, address, phone number and Personal Health Identification Number (PHIN)
- Facts about your health, health care history and your family history
- Facts about payment for your health care

We will use this information to:

- Provide and check on your health care or assess your treatment
- Teach and train health care students, with your consent
- Plan and evaluate your health care

Your information is private. Unless sharing it with others is authorized by law, we cannot and will not give out any of your information without your consent.

We will not share information without your permission unless:

- It is required by law (e.g., *Child and Family Services Act*, *Public Health Act*)
- Other purposes noted in the *Personal Health Information Act* (e.g., program monitoring, to avoid a threat to public health)

These are your rights under the law:

- You can see or have access to your personal health information within required time frames
- You can name another person, such as a family member, to access your personal health information on your behalf
- You can ask for and receive a copy of your health records
- You can ask us to correct your records

We will:

- Wear name badges and introduce ourselves
- Ensure your identity before starting service
- Be polite, sensitive, helpful, compassionate, respectful and professional
- Listen carefully and provide clear and understandable health information and advice
- Involve you in all decisions about your health
- Provide high quality services that respect individual differences
- Maintain privacy and confidentiality
- Help you in a language you understand
- Ask permission before involving students in delivering care to you

We invite you to:

- Share with us anything that may be different than what is on your health card (e.g., pronouns, name)
- Participate in improving your own and your family's health
- Be open about what will and will not work for you
- Let us know when there is something you don't understand

We welcome your comments about our services:

- You can tell your compliments or concerns to our staff or their manager
- A complaint will not negatively affect your care
- We will address your concerns properly and promptly

