

General Office PZ350 771 Bannatyne Avenue Health Sciences Centre  
Phone: 204-787-7424  
Fax: 204-787-3755  
OR contact your local Clinical Health Psychology clinic or site directly

## IMPORTANT INFORMATION ABOUT HEALTH SERVICES...

### INFORMED CONSENT FOR HEALTH SERVICES

As a patient, you will be making important decisions about health care. The best decisions are made when patients and families are fully informed about what to expect and what their options are. When you are receiving health care, whether it is assessment or treatment, it is important that you have enough information about the nature of the service, so that you can decide whether you would like to go ahead with it.

If you are a minor (under 18 years of age), a parent or guardian will usually make decisions for you, but you will be asked to participate. In some circumstances you will have the right to make decisions yourself, and clinical staff can answer questions about this for you. In designated mental health facilities individuals 16 years and older have the same rights as adults to make health care decisions.

Clinical staff will review with patients information about the assessment of the health issue (for example, why they are doing certain types of testing), a description of how the problem will likely progress, and treatment options, including benefits or risks of each. You may want to ask more about the advantages and disadvantages of approaches and about the training and experience of the clinician you are seeing. You have the option of choosing not to receive a service or treatment.

Some patients or clients may ask for services that the health care team does not think are appropriate for the situation. While staff respect the decisions of patients or clients, they are not required

to provide services that they do not think are clinically appropriate for that patient or client.

If you do not understand something or have additional questions about your care...please ASK! It is the responsibility of the person providing health services to you to answer your questions to the best of his or her ability.

If you feel you are not getting all the information you need, and cannot resolve it with your health care provider, or you have a disagreement that cannot be settled, you can call the Patient Representative's Office for assistance.

### Patient Representatives

Health Sciences Centre  
Ph: (204) 787-2704

Deer Lodge Centre  
Ph: (204) 831-2963

Grace General Hospital  
Ph: (204) 837-0318

St. Boniface General Hospital  
Ph: (204) 237-2306

Victoria General Hospital  
Ph: (204) 477-3419

## CONFIDENTIALITY OF HEALTH INFORMATION

Your health information is private, and staff in Manitoba health facilities are trained to maintain that privacy. Records about services you have received are kept by the facility to assist in planning and tracking your care. Access to these records is limited to the staff and trainees involved in your care, and to health care staff who review records to ensure that standards have been followed. While information can be shared with other health professionals who are currently providing services to you, your health record information can only be provided to other persons with your written permission, in most cases.

You should be aware of the following exceptions:

1. Health care providers, by law, must report any concern regarding a child in need of or potentially in need of protection. This usually refers to concerns about child neglect or abuse.
2. Health care records may be subpoenaed or demanded by a court for a legal proceeding. The health care provider involved may also be required to testify.
3. If there is a serious concern that an individual is intending to harm herself or himself or someone else, then health information related to that may be released to others (e.g., family, police).
4. Health care records may be used for research, teaching or clinical review by authorized personnel. Information identifying the person is removed in order to maintain privacy.
5. If you are applying for or receiving disability benefits through an insurance plan, the insurance company may require you to sign a permission form that allows them to review health information from your records.

## YOUR ACCESS TO YOUR HEALTH RECORDS

In Manitoba the use of health information is governed by The Personal Health Information Act and, in designated mental health facilities, by the Mental Health Act.

The health care chart or file belongs to the organization providing the service. Patients or their guardians have the right to review the chart or to have a copy of it. A fee may be charged for copying. If a patient finds an error in the chart, he or she may ask that a correction be added.

At facilities governed by the Mental Health Act, the request to see your record must be in writing. An officer of the facility reviews this request, and infrequently some information may be withheld if considered to be harmful or to reveal confidential information about another person. The patient or client may appeal this decision.

Last updated: 09/2020