



Provincial Health Services Authority

ALTERATION OF INFORMATION IN PATIENT'S RECORD POLICY

Summary of Changes

	NEW	Previous
BC Cancer	<p>16-MAR-2023</p> <p>New link to health records policy and link to HIM site, "How to request a correction on patient's chart"</p> <p>New headings to better organize policy statements</p> <p>Revised as per policy office annual review</p>	<p>HIM 060-IV-D-50 Alteration of Information in Patient's Record (chart)</p> <p>Last revised – February 26, 2013, 2019</p>

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 1 of 4

This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.

ALTERATION OF INFORMATION IN PATIENT'S RECORD POLICY

1. Introduction

1.1. Purpose

A complete and accurate patient [Health Record](#) is an essential communication tool in the ongoing care of the patient. Occasionally, it may be necessary to correct or amend inaccurate information that has been included in the record. This policy has been taken from the Release of Information Manual prepared for LMHIM which includes PHSA and BC Cancer.

The purpose of this policy is to cover requests by the patient to alter information in the patient's record (chart).

1.2. Scope

This policy applies to any patients who are seen at BC Cancer.

2. Policy

2.1. Freedom of Information and Protection of Privacy Act

BC Cancer aligns with the Freedom of Information and Protection of Privacy Act. Under Section 29 of FIPPA, patients (or authorized representatives) have the right to request corrections to their personal information. All requests for corrections to personal information must be in writing.

1. Original records cannot be changed except for demographic (factual) errors or changes. Any document that requires signature of the author is not considered as an official record till it is signed or authenticated; and is subject to change by the author.
2. Clinician corrects record: If the clinician wishes, additional narrative information may be added to the record as a separate note describing or discussing the correction of information. This method is recommended when the correction can be described briefly and the relative consensus is reached between the clinician and the patient in regard to the content.
3. Patient requests for correction to record: The patient may submit documentation describing or discussing the correction of their personal information. This method is recommended when corrections are voluminous or when the clinician and the patient disagree on the content of the correction(s). The method of amending personal information is to mark the original as in dispute and append an amendment/correction to the record.

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 2 of 4
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

ALTERATION OF INFORMATION IN PATIENT'S RECORD POLICY

4. To mark the original as in dispute, identify the area(s) in the document in question with a "star" and document "See attached document entitled Request for Correction of Personal Information".
 5. For electronic health record sites, follow the applicable procedures for corrections to the health record.
- The star notation and form, "Request to Correct Personal Information" will become part of the permanent record and releasable in future requests.

2.2. Notification of Public Body or Third Party

Under Section 29(3) of FIPPA, upon correcting or amending personal information (except demographic information), the organization must notify any public body or third party to whom that information had been disclosed during the one year period before the correction was requested.

3. Related Documents

[VPP Health Record Policy](#)

<http://www.himconnect.ca/patients/commonly-asked-questions/how-do-i-report-an-error-on-my-health-record>

Request to Correct Personal Information Form (Centre specific). HIM will give this form to the client/patient once requested.

4. Definitions

Health Record: The continuous patient record containing all dictated notes, results of investigations, doctors' orders, support services documents, outside hospital documents, correspondence, and Health Information Systems generated summaries, retrieved routinely for patient visits, review, and research.

5. References

[Freedom of Information and Protection of Privacy Act](#)

Taken from the Release of Information Manual prepared for LMHIM which includes PHSA and BC Cancer

Released:	DD/MMM/YYYY	Next Review:	DD/MMM/YYYY	
				Page 3 of 4
This material has been prepared solely for use at Provincial Health Services Authority (PHSA). PHSA accepts no responsibility for use of this material by any person or organization not associated with PHSA. A printed copy of this document may not reflect the current electronic version on the PHSA Intranet.				

ALTERATION OF INFORMATION IN PATIENT'S RECORD POLICY

****Last page of document****

First Issued:	01-JULY-1994;		
Approving Body:	Medical Advisory Committee (MAC) Clinical Records Committee (CRC)		
Final Sign Off:	Name	Title	Date Signed
	Dr. Sharlene Gill	Medical Oncologist; Chair, MAC	16-MAR-2023
	Clinical Records Committee		27-JAN-2023
Developed By:	Name	Dept.	HO
	Clinical Records Committee (CRC)		PHSA-BC Cancer
Owner(s):	CRC and MAC		
Posted Date:	17-MAR-2023		
Version:	4.0		
Revision:	Name of Reviser	Description	Date
	Audrey Barry	Revision as part of annual review; link to VPP policy and HIM	01-MAY-2022