

## CARING FOR YOUR INFORMATION

### Notice to our patients, clients and residents

### Collecting, using and sharing your personal information

When you are receiving care, treatment, and services at Vancouver Coastal Health (“VCH”), our staff, physicians, and other authorized individuals will collect personal information from you. Where permitted, we may ask your family, friends, or other organizations to give us information about you, such as copies of records, medication information, test results, and other information relevant to your care and services.

We fulfill these purposes through sharing your personal information with your primary care provider, specialists, health care and service individuals, and with organizations, including health authorities, Ministry of Health, Canadian Institute of Health Information, and First Nations partners as necessary and authorized under legislation. Across the province, electronic health systems enable authorized health care and service personnel to access relevant health information in support of these purposes.

VCH collects race and identity information under the authority of the BC Anti-Racism Data Act. This information helps us understand the health experiences of people across racial and cultural groups so we can improve care planning and support equitable health outcomes. In addition, VCH asks about Indigenous identity to address the distinct impacts of colonialism and Indigenous-specific racism. This information is used to strengthen culturally safe and relevant services for Indigenous patients, including connecting individuals with Indigenous-specific supports.

#### Privacy when in hospital

If you are a patient in the hospital or long-term care, we will provide your family or close friends (who contact us and ask about you) with general information confirming your admission and location only.

**If you have concerns about this, please discuss them with Admissions Desk or a staff member within your care area.**

#### Artificial Intelligence (AI)

We may use machine learning, automated or other artificial intelligence models (AI) for some of the purposes listed above. We only use these tools in accordance with applicable Canadian privacy laws and after performing detailed assessments to ensure privacy, security and other risks are appropriately addressed consistent with our commitment to delivering high quality health care. If you have questions about the use of AI tools in your health care delivery, please discuss it with your doctor or health care provider or contact our Privacy Office at the email address below.

We collect, use, and share your personal information as authorized by British Columbia’s *Freedom of Information and Protection of Privacy Act* (“FIPPA”) and other applicable legislation (e.g., *eHealth Act*, *Public Health Act*, *Mental Health Act*, *Hospital Act*) to:

- **Identify and connect** with you through various communication mechanisms about your health care and our services;
- **Assist and inform your ongoing care** and support of care activities;
- **Improve your care and services** through planning, monitoring, maintaining, and evaluation activities;
- **Conduct research** as authorized by legislation and aligned with organizational research approval processes;
- **Provide education and training** to our staff and clinical/medical students;
- **Determine your eligibility for benefits and services** and to arrange medical services billing;
- **Enable third parties to monitor and support care and services**;
- **Monitor the overall health of people** and analyze, manage, and control disease outbreaks; and,
- **Comply with law** (e.g., court order, reportable conditions).

#### For more information

If you have any questions about this notice and the protection of your personal information, please contact the VCH Privacy Office at:

Website: [VCH Privacy Office](#)  
Email: [privacy@vch.ca](mailto:privacy@vch.ca)