

## What obligations are imposed on a health information custodian (HIC)?

Once a patient has authorized that a lockbox be applied to their personal health information, a HIC can “break the glass” for the following reasons:

- The individual changes their mind and informs the HIC accordingly; or
- The collection, use or disclosure can be made without consent (except as set out in section 37(1)(a), 38(1)(a) and 50(1)(e) of *PHIPA* such as where the health information custodian believes, on reasonable and probable grounds, that the disclosure is necessary for the purpose of eliminating or reducing a significant risk of serious bodily harm to a person or group of persons, subject to any applicable constitutional restrictions (section 40(1) of *PHIPA*).

## Can I submit a request to lock my records contained in the province’s electronic health record?

Yes. Requests to lock records contained in the province’s electronic medical record (EHR) must be submitted directly to Ontario Health. For more information, please visit:

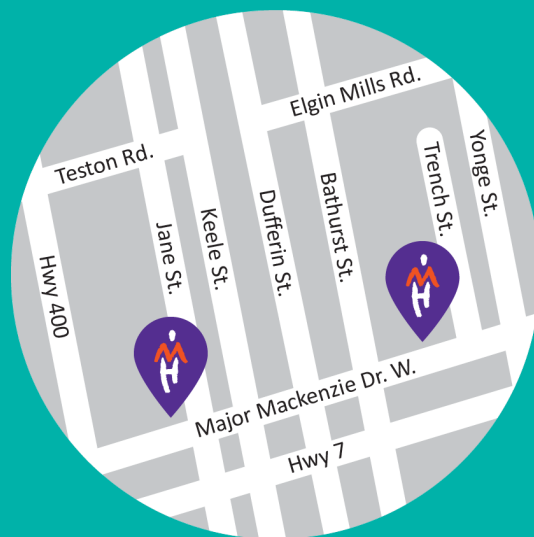
<https://ehealthontario.on.ca/en/privacy/managing-access-to-your-ehr>

## Office of the Information & Privacy Commissioner

The Information and Privacy Commissioner (IPC) of Ontario is responsible for overseeing issues related to health information in Ontario.

IPC Lockbox Fact Sheet:

<https://www.ipc.on.ca/resource/fact-sheet-08-lock-box-fact-sheet/>



\*map not to scale



## Requesting a “Lockbox” to your Medical Records

**Mackenzie Health**  
10 Trench Street  
Richmond Hill ON L4C 4Z3  
T 905-883-1212 F 905-883-0772  
[mackenziehealth.ca](http://mackenziehealth.ca)

00000000/00



## What is a “Lockbox”?

Individuals have the choice to withhold or withdraw their consent to the collection, use or disclosure of their personal health information for a particular purpose, including for the provision of health care.

Under the *Personal Health Information Protection Act (“PHIPA”)*, individuals may provide express directive to health information custodians not to use or disclose their personal health information for health care purposes without consent as set out in sections 37(1) (a), 38(1)(a) and 50(1)(e) of *PHIPA*.

Section 20(2) of *PHIPA* also states that individuals may withhold or withdraw their consent to the collection, use or disclosure of their personal health information by health information custodians for the purposes of providing or assisting in providing health care.

The term ‘lockbox’ is not defined in *PHIPA*; however, it serves as an appropriate label for the patient’s ability to withdraw or withhold consent for the use or disclosure of their personal health information for health care purposes.

## To Request a Lockbox to your Medical Records

Or for more information on Mackenzie Health’s lockbox policy, please contact Mackenzie Health’s Privacy Office: P: 905-883-1213 ext. 7117 E: [privacy@mackenziehealth.ca](mailto:privacy@mackenziehealth.ca)

Visit our website to learn more about our privacy practices:

<https://www.mackenziehealth.ca/patients-visitors/your-privacy-at-mackenzie-health>



### What information can be “locked”?

A lockbox can be placed on a patient’s health record for the following purposes:

- Not to collect, use or disclose a particular item (i.e., specified reports) of information contained in their record of personal health information;
- Not to collect, use or disclose the contents of specified (historical) visits within a date range contained in their record of personal health information;
- Not to collect, use or disclose the contents of their entire record of personal health information;
- Not to enable the use of their personal health information for health care purposes by any Mackenzie Health staff or disclosure to other health care providers when they request information contained in their record of personal health information for the provision of providing health care.

### Are there risks in limiting access to your personal health information?

Yes, implementing a lockbox on your personal health information could affect the ability of healthcare clinicians to provide safe and reliable treatment for you.

Understanding the risks of a lockbox is the responsibility of the patient. When you request a Lockbox to your medical records, the Privacy Office will inform you of the risks to help you make an informed decision.