



PRIVACY OFFICER RECERTIFICATION/CERTIFICATION INFORMATION SHEET

PURPOSE OF PROGRAM

To comply with the SCPP bylaw that:

- 1) Every community pharmacy must have a privacy officer that is either the pharmacy manager, or another licensed pharmacist from the pharmacy designated by the pharmacy manager
- 2) The designated privacy officer be initially trained and thereafter undertake periodic re-certification training; and
- 3) The pharmacy manager regularly reports who the privacy officer is and the initial and re-certification training received

Therefore the purpose of this session is to provide both initial training to new privacy officers as well as to recertify current privacy officers to ensure that the level of expertise exists in every pharmacy is in compliance with the bylaw requirements. It is primarily directed to every pharmacy manager, or licensed pharmacist designated by the pharmacy manager as the privacy officer for the pharmacy. Other pharmacists or pharmacy officials interested in privacy issues may also attend.

PROGRAM OBJECTIVES

This program has been developed to ensure, refresh and reinforce that privacy officers (participants) understand their obligations and responsibilities under PIPEDA and HIPA.

At the end of the program, participants will be able to:

1. Define all terms related to privacy and confidentiality, and apply these in pharmacy practice
2. Develop a policy and procedure manual (section 16 of HIPA) using tools provided at the session
3. Discuss the definition of a privacy breach and the consequences of such, and outline the steps that must be taken in the event of a breach. Participants will be provided with tools to assess the community pharmacy for potential breaches.
4. Outline how to prepare the community pharmacy for HIPA and PIPEDA requirements
5. Describe and apply the consent rules around collection, use, and disclosure of personal health information, including primary and secondary purposes (authorized and unauthorized)

6. Describe the regulations regarding safe retention and disposal/destruction of health records (personal health information) (Section 17 and 22 of HIPA)
7. Describe the individual's right to access information about his/herself and the rules for amendments to that information. (Sections 12 & 13 of HIPA)
8. Describe the role of the privacy officer in guiding decisions and resolving conflicts at the practice site
9. Describe the role and responsibilities of the privacy officer/pharmacy manager in designating and revoking staff privileges in accessing and using PIP
10. Updating officers on special issues that have arisen since first training session
 - a. Collection, use and disclosure of confidential information for authorized secondary purposes for minors, guardians and other substitute decision makers
 - b. Implications for abandoned records
 - c. Disclosure to law enforcement authorities
11. Describe the Information and Privacy Commissioner's role in the event of a breach and the benefits of proactive reporting

All pharmacy managers or designated Privacy Officers MUST be recertified every THREE years.

PROGRAM CONTENTS

- SCPP Introduction, Overview and background for Privacy Officers (Ray Joubert)
- Overview and Update of the Legislation HIPA/ PIPEDA and the trustees' obligations -- Kristél Kriel – Lawyer with Expertise in Privacy Law
- Case Examples
- IPC -The role of the Information and Privacy Commissioner including guiding principles, issues arising and implications -- Diane Aldridge Director of Compliance Information and Privacy Commissioner
- Questions & Answers