

 <b>Ontario Veterinary College Health Sciences Centre</b> <b>Standard Operating Procedure</b>	<b>Effective Date:</b> <b>April 18, 2005</b>
	<b>Revision Date:</b> <b>April, 2017</b>
<b>Subject Matter: Confidentiality</b>	<b>Page 1 of 2</b>

**Statement:**

The University operating the Ontario Veterinary College Health Sciences Centre (“OVC HSC”) recognizes the client’s right of privacy in relation to their animal’s hospital visit. While a client does not have the property right to their animal’s medical records, the client has the right to protection of all information contained therein.

**1. Applicability**

- i. This Standard Operating Procedure, “SOP”, applies to any person involved directly or indirectly in clinical case care including but not limited to University faculty, veterinarians, employees, students, volunteers and visitors, (“Personnel”).

**2. Definition of Confidential Information**

- i. Confidential Information means all information which Personnel may receive or have access to and related to owners, agents, patients and the business, financial and other affairs of OVC HSC. Confidential Information may be in written, electronic, verbal or other format including patient images or videos.
- ii. Confidential Information may include but is not limited to: the nature of the patient’s illness, its cause, its treatment and everything the owner/agent discloses with a view to giving a better understanding of the patient’s ailment; everything the clinician or student learns from examination of the patient; the reactions of the patient and owner/agent; or the fact the patient is seeking treatment.

**3. Release of Confidential Information**

- i. Confidential Information may not be disclosed to any third party without appropriate authorization from the OVC HSC.

**4. Code of Confidentiality Form**

- i. All Personnel involved in clinical case care must sign and read the *Confidentiality SOP* and complete the *Confidentiality Agreement* form, form 451198.
- ii. OVC students must read the *Confidentiality SOP* and complete the *Confidentiality Agreement* form upon admission to the Doctor of Veterinary Medicine program.
- iii. All individuals authorized to receive a Hospital Information System account, “StringSoft”, must complete the *Confidentiality Agreement* form, form number 451198

**5. Security of Confidential Information**

- i. Confidential Information must be neither copied nor removed from the OVC HSC without the consent of the Manager, Health Information Quality & Risk Management or the OVC Associate Dean, Clinical Program.
- ii. Hard copy records containing Confidential Information must be disposed of via a shredding container or, sent to Medical Records for destruction.

**6. Failure to Comply with SOP**

- i. Failure to comply by staff, faculty/Veterinarians will be addressed by the applicable supervisor and in accordance with the appropriate collective agreement or promulgated policies and procedures.
- ii. Failure to comply by students will be addressed by the Associate Dean Academic.