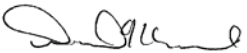
 Rainy River District Social Services Administration Board	SECTION: Land Ambulance
	POLICY TITLE: Release of Confidential Information
ORIGINAL DATE: July, 2006	POLICY AREA: Administration
REVISION DATE: August, 2016	POLICY NO: LA – 1.13
NEXT REVIEW DATE: September, 2019	APPROVED BY: 

Policy

The Rainy River District Social Services Administration Board (RRDSSAB) recognizes that all patient and ambulance response or transportation information is *strictly confidential*. All non-Ministry of Health & Long-Term Care (MoHLTC) requests for information are directed to the Chief of Paramedic Services (PS).

Procedure

1. Information relating to any phase of ambulance response or transportation is strictly confidential and can only be accessed by the Chief of PS or designate.
2. Access to confidential information may be granted to designated staff, or an individual who has received written permission from the RRDSSAB or an authorized Inspector of the MoHLTC. All confidential records and documents are stored, in accordance with RRDSSAB Policies & Procedures and relevant legislation.
3. Should a request for specific confidential information be considered inappropriate for release, the following process occurs:
 - a) obtain the name and phone number of the individual making the inquiry;
 - b) record the date and time the inquiry was made;
 - c) record the date and time the incident occurred;
 - d) advise the individual making the request that a RRDSSAB employee will return their call during business hours; and
 - e) advise the Chief of PS, or designate, of the request immediately and complete any additional documentation required.

- f) Requests will be forwarded to the RRDSSAB Privacy Officer who will follow Human Resources Policy *HR – 6.3 Request for Access to Personal Information*. The Chief Administrative Officer will be informed of any request for information.