

## Info Sheet: Requesting a Consent Directive (Lockbox) for your CAMH Health Record

### Important information about consent directives

The *Personal Health Information Protection Act (PHIPA)*, grants individuals the right to request a consent directive, also known as a lockbox, to withdraw or withhold consent for the collection, use, and disclosure of their personal health information (PHI) **for health care purposes**.

Any current or former CAMH patient/client or their substitute decision maker may request a consent directive by speaking to their clinician or the Information and Privacy Office. . Patients/clients may implement a consent directive to restrict access to their personal health information by one or more CAMH staff or to restrict disclosure to external health care providers (such as your family doctor or another health care facility).

### What's in your CAMH Health Record?

Your health record includes information such as:

- the names of doctors, nurses, or clinicians who are providing health care and services to you
- medications prescribed or results from lab tests
- how you respond to therapies and other treatments
- information you provided about your family member's physical and mental health
- information you provided to your clinician during treatment

We need your health information to make sure you receive the best care. Your health information is shared with individuals who are providing you with health care and services, also known as your “circle of care” — the doctors, hospitals, and other people and organizations involved in your care. One way we share your health information with your care providers outside of CAMH is through Shared Electronic Health Information Systems- for example, ConnectingOntario.

Only staff members providing health care and services to you are authorized to look at your health information, and only when they need to see it to do their job. CAMH will not share your health information with anyone not involved in your care — for example, your family or friends, partner, employer, or insurance company — unless we get your permission to do so (known as ‘express consent’) or unless permitted or required by law.

### Are there risks to having a consent directive implemented?

There are some risks to implementing a consent directive on your health record that you should consider before making your decision:

- Your clinician may not have enough current or accurate information he or she needs to give you the best possible care.
- Your clinician may not have current or accurate information required to safely provide you with care

or services and, in some cases, may be unable to offer treatment.

## Consent Directive Exceptions

There are times when CAMH can or must collect, use, or disclose personal health information about you — without your consent — even if your health information is under the consent directive. These are some of the circumstances under which CAMH may be permitted or required by law, to disclose your information:

- a. CAMH has reasonable grounds to believe that accessing or sharing your information is necessary for the purpose of eliminating or reducing a significant risk of serious bodily harm to yourself or others (for example, in a medical emergency).
- b. CAMH has determined that your information is reasonably necessary for the purpose of examining, assessing, observing, or detaining you in accordance with the *Mental Health Act* or to comply with the Criminal Code or an order of the court.
- c. CAMH must disclose your information to fulfill mandatory reporting requirements under another law, for example, mandatory reports to the Children's Aid Society under the *Child, Youth and Family Act* if a child is considered to be at risk of harm, or to the Ontario Ministry of Transportation under the *Highway Traffic Act* if your health condition makes you unfit to drive.

You can discuss your concerns regarding the privacy and confidentiality of your health information and consent directives with your treating clinician or the Information and Privacy Office (see contact information below).

## How do I request a consent directive?

You must submit your consent directive request in writing using the “Request for Implementation of a Consent Directive” form. The Consent Directive form can be obtained from your clinician, the Health Records Department, or the Information Privacy Office. The completed form should be submitted to the Information and Privacy Office for processing. Note: If you are sending your request by mail or by fax, you must include a photocopy of one piece of valid government-issued photo identification.

Consent directive requests are processed on a case-by-case basis. The CAMH Information and Privacy Office, in consultation with your clinician(s), will review and respond to consent directive requests. CAMH will send you confirmation in writing once your consent directive has been implemented. You can also request that your consent directive be removed or changed at any time.

### **CAMH Information and Privacy Office**

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