



Valley Ridge Pharmacy Privacy Policy

Protecting the privacy and confidentiality of individual information is important to the pharmacists and staff at **Valley Ridge Pharmacy**.

We strive to provide our clients with excellent care and service. Every member of **Valley Ridge Pharmacy** abides by our commitment to privacy in the handling of personal information. This policy was last modified on **November 15th, 2019** and we have the right to change or update this policy without notice.

Your health information collected at our pharmacy is protected under the Health Information Act and part of this Commitment to Privacy and Confidentiality Policy. Your personal information collected at our pharmacy or our website such as name, phone numbers and e-mail addresses are part of this policy too.

What is Health Information Act (HIA)

The *Health Information Act* (the HIA) sets out the rules for the collection, use and disclosure of health information.

The HIA definition of health information covers any information about an individual that is collected and recorded when a health service is provided.

The Act defines two types of health information:

- diagnostic, treatment, and care information, and
- registration information.

Technically, unrecorded information is not *health information*. Nevertheless, it is protected by the Act and may only be used or disclosed for the purpose for which it was provided.

The word *individual* is used here to include reference to persons who are authorized to exercise rights on behalf of an individual patient. Examples include a parent on behalf of a child, a guardian or trustee on behalf of a mentally incompetent patient, and a personal representative on behalf of a deceased individual.

Our Commitment to Privacy and Confidentiality

We will collect and use your personal and health information only to support the health services we provide to you:

- Providing safe and effective service and care,
- Verifying your eligibility for health services,
- Conducting investigations or reviews of practice,
- Completing research under ethical review,
- Supporting health provider education, or
- For internal management purposes, such as billing, insurance claims, and audits
- For the purpose of educating, informing and advising individuals with knowledge materials such as monthly newsletters, brochures and other materials deemed valuable to our clients in the form of electronic mail, direct mail or through our website and other communication methods.

We will not disclose your health information to non-healthcare agencies without your consent.

Except in special family or emergency circumstances, you will be asked for your consent before we give your information to anyone other than another health agency involved in your care.

We have measures in place to protect your health information from unauthorized disclosure or loss.

For more information or if you have any question please contact our privacy office at privacy@valleyridgepharmacy.com or Call or write to us at:

The Privacy Officer - Valley Ridge Pharmacy,
300- 11245 Valley Ridge Dr NW, Calgary AB T3B 5Y6.
Tel: 403-532-4500
Fax: 403-532-4550