

Frequently Asked Questions

Can I access my health record when I have a lockbox or denial of access?

Yes. To review your record, please contact Health Information Management's Release of Information Office at 519-685-8500:

University Hospital: ext. 35842
Victoria Hospital: ext. 52865
London Regional Cancer Program: ext. 53254

Are there any risks to a lockbox?

Yes. It can prevent health care practitioners from accurately assessing your health conditions. In non-emergent situations, a physician is not obligated to provide treatment.

Can a lockbox be removed?

A lockbox can be temporarily overridden with your consent at any time, or without your consent in an emergency situation. This process may not happen quickly, which could cause delays in your care.

A lockbox can be permanently removed by contacting the Privacy Office.

What if I'm not satisfied with the handling of my information?

If the LHSC Privacy Office cannot resolve, you may contact the Information and Privacy Commissioner at 1-800-387-0073.

Privacy Office

London Health Sciences Centre
800 Commissioners Road E
P.O. Box 5010, Stn. B
London, ON N6A 5W9

519-685-8500 ext. 32996
privacy@lhsc.on.ca
Fax: 519-667-6706

www.lhsc.on.ca/privacy

Please contact the Privacy Office if you have any questions or if you need assistance with the process.

Patient Guide: **Lockbox and Denial of Access**

Restricting the use and disclosure of personal health information for health care purposes.



London Health Sciences Centre (LHSC) respects your right to control your own personal health information.

LHSC may share your personal health information with other health care providers for the purpose of providing health care. This is commonly known as “circle of care.” These health care providers could include:

- LHSC physicians and staff
- Your family physician
- Pharmacy
- Long-Term Care Home

You have the right to restrict your personal health information from being shared with these providers.

This restriction is called a “**lockbox**.”

You may:

- Restrict access to a particular visit or set of visits (inpatient or outpatient)
- Restrict access to your entire LHSC record
- Restrict the access of a specific physician or staff member (commonly referred to as Denial of Access)

Lockbox Details

Certain information cannot be locked:

- Demographics
- Allergies
- Medication list
- Lab results

Your locked information may still be used for administrative purposes, such as risk management and quality assurance.

Your locked information may still be shared, as allowable by law. For example:

- Through the Release of Information Office with your consent (e.g. insurance companies, lawyers, family)
- If LHSC is served with a warrant or court order
- Reporting to an authorized registry such as Cancer Care Ontario
- Reporting certain diseases to Public Health
- Reporting to Ontario’s Ministry of Health and Long-Term Care

Please review the “Patient Information: Lockbox Limitations” document for further information.

Lockbox Process

Step 1

Contact the Privacy Office to discuss your options, as well as the risks and limitations.

Step 2

Complete the “Lockbox Request Form” or “Denial of Access Request Form.” Forms can be found on the LHSC website, or by contacting the Privacy Office.

Be sure to:

- Clearly explain what you would like locked
- Include a photocopy of your ID or bring it to the Privacy Office for review
- Sign and date the request form

Step 3

The Privacy Office will complete your request, and confirm in writing when it is completed.

Step 4

Future visits will not be locked automatically. If you would like future visits locked, you need to contact the Privacy Office after the visit.

Please Note:

A lockbox hides your information. Your information is not deleted or removed.

Physicians and staff will know that you have locked information, but not what that information includes.

