



Family Medicine-Primary Care Program Safety Learning Summary

Occurrence Reporting Summary
Quarter 4 – Fiscal 2012/13

Category: Confidentiality

Summary - What happened?

During Quarter 4 there were a total of 61 Occurrences reported to the Primary Care Program. Of those reported, there were a total 9 Occurrences (15%) specifically related to "Confidentiality".

What were the review findings?

- Lab Requisition was faxed to an incorrect fax number. Two digits were reversed when typing the fax number manually into the fax machine.
- Primary Care Assistant (PCA) sent task to a Primary Care Nurse (PCN) on the wrong client. Client surnames were spelled very similar and first names were identical. PCN called the wrong client to discuss clinical documentation. Fortunately the PCN realized the error before any pertinent personal health information was disclosed. PHIA breach was averted.
- Consent form for release of personal health information signed by the client was faxed to an incorrect hospital. No fax number for the hospital was provided so PCA researched/located/verified fax number with a hospital. The PCA was not aware that 2 hospitals existed with the same name – one located in Alberta, the other in the USA.

What was recommended?

- The WRHA Privacy Office has recently revamped the Privacy Officer (PO) training to be more hands on and less about the legislation. It is important that all POs receive the same training to ensure consistency especially with implementation of the EMR. WRHA regularly schedules PO education sessions and invites individuals who have been appointed to become a new PO (Privacy Officer Training) and all existing Privacy Officers (Privacy Officer Refresher) to attend. Call 204-926-7074 to register today.
- Privacy Officers are encouraged to educate/refresh their respective Primary Care sites and staff on the topic of PHIA and the importance of ensuring client confidentiality. PHIA learning sessions at a site level should be arranged as required.
- The WRHA Privacy Office is available to assist as necessary. The Chief Privacy Office (Landis Esposito) can be reached at 204-926-7049.