

To whom do we disclose your personal information?

We may disclose your personal information:

- to your health plan insurer, in order to accurately process your prescription claim for payment. To establish eligibility for these claims, some personal information, including some health information, needs to be transmitted to the insurance company. (If you have questions about the personal health information required by your insurer, please contact your employer or insurer.)
- to your health care providers, where we need to do so to provide you with quality care and protect your health
- in an emergency situation or if a patient's health is in danger (for example, when a hospital Emergency Department calls about medication history on behalf of a patient)
- to anyone who produces written authorization from you and only for the limited purposes as set out in the authorization
- to the government (Department of Health), where the law requires us to do so
- to the provincial College of Pharmacists, where the law requires us to do so
- to other persons where the law requires us to do so, for example where the information is the subject of a warrant or court order
- to Health Canada and a drug manufacturer for the purpose of reporting an adverse drug reaction



Use or disclosure of information may take place at the time when we fill your prescription, or later as required.

What else should you know about your personal health information?

You may:

- make a written request for access to your information in our custody and control
- request us to amend the information if you believe that it is incorrect or incomplete
- make an inquiry of us or complain to us if you have concerns about our information management practices

A copy of our Privacy Policy can be obtained from your pharmacist.

Inquiries or complaints can be made:

- **To your pharmacist (in writing)**
or
- **To our company's Privacy Officer**
Privacy Officer
Sobeys Inc.
115 King St., Stellarton, NS B0K 1S0
or
- **To the Privacy Commissioner of Canada**
112 Kent St., Ottawa, ON K1A 1H3.



The **privacy laws** are NEW.

Our **commitment** to protecting your privacy ISN'T.

Sobeys
Ready to serve.



PROTECTING Your Personal Health Information

A Message
from Your Pharmacists



Protecting your Personal Health Information

At Lawtons Drugs/Sobeys Pharmacy, we provide all of the services that are required to safely and effectively provide you with a prescription or other medication, including: interviewing you; screening your prescription for drug interactions and any other safety issues; selecting, counting out, packaging and appropriately labelling your medication; counselling you about medications and any potential side effects, or interactions with other prescription drugs, medicines or herbal products; and discussing any concerns or questions you may have.

In order to provide you with quality health care, we keep a record of the medications dispensed to you at our pharmacy. We also include in our records any relevant health information that we require to ensure that you are dispensed or advised to take only those medications that are safe and appropriate for you. We may need to speak with your physicians and other health care providers including other pharmacies in order to obtain the information we need.

The information on file at our pharmacy may include the following details about you as a patient: name, address, telephone number, weight (mostly for children to ensure correct dosages), date of birth, medical conditions, allergies, and medication history. We need this information to fulfill our professional responsibilities in providing you with the correct medication, accurate advice and counselling for your health and safety.

Ensuring the privacy, confidentiality and security of personal health information has always been the responsibility of every pharmacist and his or her staff, who are governed by professional regulations and standards, corporate policies, and laws.

We use technology and strict security standards to ensure that all personal health information is protected against unauthorized access, disclosure, inappropriate alteration, or misuse. We use a variety of different safeguards to protect the security of your personal health information, including locked facilities, alarm systems and information technology such as "fire walls". We also restrict access to your personal health information to pharmacists and pharmacy staff who need the information to perform their part in dispensing your medication, keeping the records required by law and ensuring that you are provided with quality care.

How does the new privacy law affect you and your pharmacy?

On January 1, 2004, a federal privacy law came into effect which will require pharmacists and pharmacy staff to get your express permission to collect, use and disclose your personal health information. The new privacy law reinforces the principles of privacy that have always applied to pharmacists' conduct in their everyday practice. Some or all of the information covered by the new law may be information we currently have on record and have always collected, used and disclosed (shared with others only as required) to provide you with pharmacy services in the manner you have come to expect from us.

Even though we are not changing anything about the way that we provide service to you, **we will now need your consent in order to meet some of the requirements in the new privacy law.** In the past, you could give us your consent in an informal way, simply by asking us to fill your prescription. The change in law requires us to ask you to give us your consent in a more formal way to collect, use and disclose your personal information.

Your pharmacists are required by law to keep a record of the medication that is dispensed to you. In addition, we must collect and use the information necessary to safely, legally, and accurately dispense medication and provide care. In order to continue to provide you with service, we must have your permission to collect and use the health information that in our professional experience and judgement is required.



What are the purposes for which we collect and use your personal information?

Our pharmacy collects and uses your personal information:

- to identify you
- to dispense prescription and other medication to you in a way that meets professional, legal and regulatory requirements
- to ensure accuracy of medication, dosage and instructions
- to prevent medication errors, including dosing errors
- to monitor prescriptions and other medications for potentially harmful drug interactions or allergies
- to contact your physician and other health professionals to provide them with medical information about you that they may not have, but which could affect the choice of medication prescribed or recommended for you
- to protect your health by providing you with appropriate advice
- to understand your health needs - for instance, when advising on the use of over-the-counter (OTC) medications
- to alert you if a drug you have been dispensed has been recalled or withdrawn
- to counsel you about your medication and health condition; and to provide you with information about educational events and other opportunities which we feel would be of benefit to you
- to provide you with services and benefits if you choose to enroll or participate in our pharmacy's programs
- for administrative purposes such as accounting



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