

DID YOU KNOW THAT ?

Information Access Guidelines For CISSSMO'S CRD *December 2022*

****PLEASE NOTE**** For all questions, you must refer to the Archives Department. **To contact the Archives Department**

Email address of the Archives Department: archives.crdlevirage16@ssss.gouv.qc.ca
Fax number: 450-443-0522 or 514-486-2831(English)

Objectives

- To centralize in the Archives Department the requests for access to information received at the various points of service of the CISSSMO's CRD.
- To ensure uniformity in the processing of requests for access to information contained in the user's file.¹

Procedure

The Archives Department ensures that each request is processed in accordance with the laws governing access to information contained in a user's file.

1. Transmitting documents::

(Third party who wishes to obtain documents from the file)

Any person (caseworker, administrative agent, clinical coordinator, etc.) who receives a request for access to information must forward it without delay to the Archives Department.

Requests are scanned and forwarded to the Archives Department via the following email address: archives.crdlevirage16@ssss.gouv.qc.ca

1.1. Copy of the intervention plan

If requested by the **user or the parental guardian**, it can be given by the caseworker or the administrative agent through the caseworker and no signed authorization is required.

2. Obtaining documents

(Caseworker who wishes to obtain documents held by another facility)

When you wish to obtain documents from institutions in the healthcare system that are necessary for the continuity of services, complete the authorization form and send it to the desired location.

Use form CLI-60264

Intra-CISSS request for transmission of information contained in the user's file for all establishments that are part of the CISSSMO (see the back of the form for the list of establishments)

[Intranet link - Demande-intra-cisss-transmission-information-contenue-dossier-usager](#)

Use the Authorization for Release of Record Information AH-216 form for any other facility.

[AH-216 Form - Dynamic and printable version](#)

¹ These measures are necessary and mandatory according to the LSSSS section 27.2

« L'établissement inscrit dans un registre toute communication de renseignements effectuée »

A word from your medical archivist²

Here are some common errors in the AH-216 that compromise the validity of the consent and compliance of the form and delay the processing of the application:

- Incomplete sections
- Missing user identification information
- Omission of the date the form was signed
- Recipient of the information in the "to be sent to _____" section is too exhaustive (e.g.: all external partners)
- The person who must provide the authorization is not the one who signed the form

Improve your practice with simple actions:

- Complete all sections with detailed and accurate information
- Identify the user with at least two pieces of information
- Validate user identification with at least two pieces of personal information (double check)
- Avoid abbreviations
- Properly identify the purpose of the authorization (communication or exchange of documents)
- Sign and date
- Specifically identify the external partners involved in the authorization obtained and add their contact information (preferably email within the health network)
- Identify the persons required to obtain the authorization (e.g.: in case of incapacity, adolescents aged 14 and over)
- As soon as the form is completed, it must be sent to the archives to avoid any unnecessary delay. A delay of 20 days + 10 days extension may be applicable for the transmission of the documents

3. Verbal communication:

(Caseworker or third party who wish to obtain information by telephone)

Open or closed file:

The caseworker assigned to the file is responsible for processing the request OR sending it to the archives department for processing. If the user wants a letter, the caseworker is responsible for writing the letter.

4. Attestation of process:

4.1 Open file:

The caseworker assigned to the file is responsible for processing the request. The coordinator in the case of prolonged absence.

4.2 Closed file:

The Archives Department is responsible for processing the request.

Requests are sent by email to the Archives Department at the following address:
archives.crdlevirage16@ssss.gouv.qc.ca

5. Telepractice - Transmission of information

[Intranet link- La télépratique : ce que vous devez savoir](#)

Email has certain advantages, as it is already a means of communication used regularly by most people. Nevertheless, its use presents certain security risks. This is why email is appropriate when two health professionals need to exchange information on their secure professional email addresses (Outlook address ending with @ssss.gouv.qc.ca). However, when a professional wishes to exchange information with a user by email, certain precautions apply.

For example

"If the information in the emailed document is particularly sensitive or you are sending a document outside the organization, you can secure your email by following the Outlook encryption procedure. This will convert your text to a non-readable format, encrypted scrambled text."

² <https://sway.office.com/ziMbHqvxt4gsbjME?ref=Link&loc=play>

5.1 Intranet link: Encryption

[Intranet link- Sécurité des informations et confidentialité | Intranet du CISSS de la... \(rtss.qc.ca\)](#)

5.2 Partner outside the health and social services network (RSSS)

For the transmission of prescriptions to pharmacies, if no other process is available, professionals are encouraged to use the virtual fax system. Virtual faxing is a system provided by the MSSS that allows an email message and its attachments to be sent to a fax machine. [Internet link - virtual faxing](#)

Complete the application form online at: [Subscription request form](#)

6. Communication of confidential information to the POLICE and the CORONER³

Access to a user's confidential information under Section 19 of the Law on health and social services establishes the principle that a user's file is confidential and that no one may have access to it without the user's consent.

Exception: Access to a user's confidential information without the user's authorization is possible, notably, by order of a court or a coroner within the practice of their duties.

[Intranet link - Communication-de-renseignements-confidentiels-aux-policiers-et-au-coroner](#)

7. A BAILIFF gives you a legal document

CLARIFICATIONS: When the documents are addressed to an employee who is busy or temporarily absent, the document can be given to their immediate supervisor. However, if the establishment no longer employs the employee, this must be mentioned to the bailiff and the delivery of the document must be refused since the document cannot be given to the employee.

[Read the information bulletin Intranet link – Document-remis-par-huissier](#)

8. Subpoena

- Notify your immediate supervisor;
- Determine if the subpoena requires you to submit documents;

If so:

1. Call the archives directly to obtain said document. You will need to bring a redacted and an unredacted version of the document to court.
2. Have the attorney of record make a formal request to the archives to obtain the document.

[Intranet link – Citation-comparaitre-ce-que-vous-devez-savoir](#)

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³ The same procedure applies to requests from the Coroner (art. 48.1 de la Loi sur la recherche des causes et des circonstances des décès, chapitre R-0.2)