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HE RÉGIE DE L'ASSURANCE MALADIE DU QUÉBEC KEEPS FILES CONTAINING INFORMATION ABOUT THE IDENTITY OF PERSONS INSURED UNDER THE HEALTH INSURANCE PLAN, SUCH AS FULL NAME AND ADDRESS, HEALTH INSURANCE NUMBER, SOCIAL INSURANCE NUMBER, DATE OF BIRTH, SEX, MARITAL STATUS AND LANGUAGE OF CORRESPONDENCE. WHERE APPLICABLE, THE NAMES AND HEALTH INSURANCE NUMBERS OF THEIR SPOUSE AND DEPENDENTS ARE ALSO INCLUDED. IN ADDITION, THE RÉGIE'S FILES CONTAIN INFORMATION PERTAINING TO HEALTH-CARE SERVICES RECEIVED BY INSURED PERSONS.

ALL THIS INFORMATION IS CONFIDENTIAL, WHICH MEANS THAT THE RÉGIE MAY DISCLOSE IT ONLY TO THE INDIVIDUAL IN QUESTION, TO THE INDIVIDUAL'S DULY AUTHORIZED REPRESENTATIVE, OR TO A PERSON ACTING LEGALLY ON THE INDIVIDUAL'S BEHALF. HOWEVER, IN CERTAIN SPECIFIC CASES PROVIDED FOR BY LAW, THE RÉGIE IS ALLOWED TO DISCLOSE SOME OF THIS INFORMATION TO GOVERNMENT DEPARTMENTS OR AGENCIES WITHOUT THE INDIVIDUAL'S CONSENT.

Does the information held by the Régie constitute an insured person's "medical record?"

No. The information held by the Régie concerning an insured person is of an **administrative nature**, and as such does not constitute the person's **medical record**. Actual medical records are kept by facilities in the health and social services network and by health professionals. Persons wishing to consult their medical records must therefore contact the appropriate facilities or professionals.

The only information the Régie has on file about health-care services received by insured persons is the information it needs for the purpose of paying the health professionals who rendered the services.

Professionals who are not paid on a fee-for-service basis (those receiving a salary, lump sums or payment for fixed duty periods) need not indicate their patients' names.

What is the information held by the Régie used for?

The information held by the Régie is used for issuing Health Insurance Cards, for verifying eligibility for the Health Insurance Plan, and for validating claims submitted by health professionals for services rendered as well as applications submitted by insured persons for reimbursement of the cost of services received.

This information is also used for documenting investigations, communicating with insured persons, conducting analyses and tabulating statistics.

Do all employees of the Régie have access to the information in its files?

No. In view of the confidential nature of this information, the only employees who have access to it are those who use it in the performance of their duties, and even these employees have access only to the specific information they actually require.

May insured persons access information that concerns them?

Yes. Under the *Act respecting access to documents held by public bodies and the protection of personal information*, all persons registered with the Régie may consult information that concerns them. However, under the *Health Insurance Act*, insured persons' access to information about the health-care services they have received is limited to the following:

- the date the service was rendered;
- the name and address of the person who rendered the service;
- the sums paid by the Régie for the service;
- the persons to whom these sums were paid.

What is the procedure for accessing this information?

Insured persons wishing to access information that concerns them **must first submit a written request** to the person at the Régie who is in charge of applying the *Act*

respecting access to documents held by public bodies and the protection of personal information. The request must be specific enough to enable the Régie to locate the information sought. Moreover, since health professionals have 90 days to submit their claims to the Régie, no search for information regarding a health-care service can be carried out until four months after the service was rendered.

Requests for access to information should be sent to:

Person in Charge of Access to Documents and the Protection of Personal Information
Bureau du secrétaire général de la Régie
Régie de l'assurance maladie du Québec
1125, chemin Saint-Louis
Sillery (Québec) G1S 1E7

Is there a fee for accessing this information?

Insured persons pay no fee for accessing personal information about them, but the Régie **may** charge a fee for transcribing, reproducing or transmitting this information.

Can information held by the Régie be corrected?

Yes. If the Régie holds information about insured persons that is inaccurate, incomplete or unclear, these persons may request that it be corrected.

Can the Régie deny access to personal information it holds?

If the Commission d'accès à l'information authorizes it to do so, the Régie may deny requests that, because they are excessive in number, repetitive or systematic, are clearly abusive.

To what persons and organizations does the Régie disclose information and what type of information is disclosed?

1. With the consent of the persons concerned:

- the Régie discloses the Health Insurance Numbers of insured persons who received health-care services

outside Québec to insurance companies authorized to represent them;

- the Régie provides the Société de l'assurance automobile du Québec (SAAQ) with certain types of information concerning persons who were involved in automobile accidents outside Québec, so that the SAAQ can defray costs not covered by the Health Insurance Plan.

2. Without the consent of the persons concerned, and subject to certain conditions and procedures, the Régie also discloses information to other government agencies.

- **This information** is disclosed only to government departments and agencies specified in the *Health Insurance Act* and **consists mainly of the identities of insured persons.**

Examples:

The Régie provides the Directeur général des élections with changes concerning the name, address, birthdate and sex of insured persons whose names appear on the permanent electoral list.

The Régie may also give the ministère de l'Éducation the addresses of former students who received student loans guaranteed by the government under the loans and bursaries program but who have failed to meet the repayment conditions.

- **In exceptional circumstances,** the Régie discloses **information of a medical nature.** These exceptions involve workers injured in industrial accidents or suffering from occupational diseases, as well as persons receiving income security benefits.

Example:

The Régie provides medical information to the Commission de la santé et de la sécurité du travail, because the Régie recovers from the Commission the amounts the Régie pays to health professionals for services rendered within the scope of the *Act respecting industrial accidents and occupational diseases.*

- 3.** Finally, under the *Health Insurance Act*, the Régie is allowed to provide information to **persons who are authorized by the Commission d'accès à l'information to use such information for research** in the field of health and social services.

The Protection of Personal Information held by the Régie de l'assurance maladie du Québec

The information in this pamphlet is neither exhaustive nor applicable in all cases, and does not have force of law.

Direction des communications
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Le présent dépliant est aussi publié en français.

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