



Labrador - Grenfell Health

Important Notice for Clients Regarding Leaving Messages Containing Personal Health Information on Telephone Answering Systems

The use of telephone answering systems is not considered to be as private as having a regular telephone conversation. When the proper precautions are not used, the use of telephone answering systems may pose a threat to the privacy of individuals who are the subjects of voice messages.

In the planning and delivery of health care services, it may be necessary at times to contact our clients by telephone. When you and/or your representative are not available for us to speak to directly, we sometimes may need to leave messages on your telephone answering system and/or with a third party who is living in your home.

In order to protect your privacy, we have developed some guidelines on leaving messages:

- We will not discuss your personal health information with anyone except you, your representative, or another person that you have specified.
- We will not leave personal health information on your telephone answering system ***unless we consider this practice to be absolutely necessary in the planning and delivery of your health care services.***
- We may, as a courtesy, attempt to call you and leave a reminder message on your telephone answering system regarding upcoming appointments and/or procedures.

Should you have any questions or concerns about these practices, please contact:

Regional Privacy Office, Labrador-Grenfell Health

Telephone: 454-0162

Fax: 454-2467

E-mail: privacy@lghealth.ca

PRIVACY...it's your right and our responsibility!