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**2005 Glossary of Terms**  
**for the**  
**Information and Privacy Commissioner/Ontario**  
**on**  
**Personal Health Information Requests**

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## Glossary of Terms

<b>Written Public Statement</b>	<p>A written statement, made available to the public, that:</p> <ul style="list-style-type: none"><li>● provides a description of the custodian's information practices;</li><li>● describes how to contact the contact person or custodian;</li><li>● describes how an individual may access or request correction of a record of personal health information;</li><li>● describes how to make a complaint to the custodian and the Commissioner.</li></ul>
<b>Request, Completed</b>	<p>A request is considered to be complete once a decision letter has been sent to the individual in response to a personal health information request.</p>
<b>Request, Correction</b>	<p>A request to have one's own personal health information corrected.</p>
<b>Request, Disposition</b>	<p>The end result of a completed access request, (e.g. personal health information was disclosed, denied, or the request was withdrawn or never accessed.)</p>
<b>Request, Expedited Access</b>	<p>When the individual requests that a health information custodian provide a response within a time period specified by the requester under subsection 54(5).</p>
<b>Health Information Custodian</b> (reporting context only)	<p>Any person or organization described in subsection 3(1) of <i>PHIPA</i> or any group of entities that has been permitted to act as a single HIC pursuant to a Minister's order under subsection 3(8).</p>
<b>Notice of Extension</b>	<p>A health information custodian or head may extend the time to complete a request by a maximum of an additional 30 days. This is only permissible if meeting the initial 30 day timeline would interfere with the operations of the custodian (e.g. due to numerous pieces of information or information that</p>

requires a lengthy search to locate) or if consultations would require more time to complete.

The notice must include:

- the length of the extension;
- the reason for the extension.

## **Personal Health Information**

Personal health information means identifying information about an individual in oral or recorded form, if the information,

- relates to the physical or mental health or provision of health care to the individual;
- is a plan of service within the meaning of the *Long-term Care Act* for the individual;
- relates to payments or eligibility for health care of the individual;
- relates to the donation by the individual of any body part or bodily substance of the individual or is derived from the testing or examination of any such body part or bodily substance;
- is the individual's health number;
- identifies an individual's substitute decision-maker.

It also includes a mixed record that contains identifiable personal information that is not personal health information but is contained in a record that contains personal health information. However, it excludes employee records held by a custodian that are not primarily used for health care.

## **Record(s)**

A record means a record of information in any form or in any medium, whether in written, printed, photographic or electronic form or otherwise, but does not include a computer program or other mechanism that can produce a record

## **Reporting Year**

January to December.

## **Provision to deny access (Exclusions, Exemptions)**

These are specific sections in *PHIPA* that provide the grounds on which the health information custodian or head may deny access to information.

**Provision to deny access**  
(Frivolous or Vexatious  
or made in bad faith)

A custodian may refuse to grant access or make a correction to a record if believed to be on reasonable grounds that the request was for frivolous or vexatious reasons or made in bad faith.

**Fee(s), Waived**

A head may waive all or part of a fee if the custodian feels it is fair and equitable to do so.

**Statement of  
Disagreement**

A precise statement of disagreement prepared by the individual that sets out the correction the health information custodian has refused to make.