

Important Amendments to The Personal Health Information Protection Act, 2004 Now in Force

June 10, 2016

At the start of June 2016, a number of significant amendments to the Personal Health Information Act, 2004 ("PHIPA") were proclaimed in force. The most significant changes relate to the duties and responsibilities of health information custodians with respect to notification in the event of privacy breaches and the responsibilities of agents. We note that provisions related to electronic health records as well as the new Quality of Care Information Act have not yet been proclaimed in force. The following will highlight some of the key changes to PHIPA now in effect.

New Mandatory Notification Duties

Significant changes were made to the notification provisions found in section 12, which is the section that sets when patients must be notified of certain security breaches. These amendments have expanded the circumstances in which patient notification of privacy breaches is required.

Prior to the amendments, notification was required where information was "stolen, lost, or accessed by unauthorized persons." Under the new section 12(2), however, notification is now also mandatory where personal health information is "used or disclosed without authority". Although "used without authority" is not specifically defined in the Act, it will likely include situations involving snooping or other similar misuses of personal health information ("PHI"). Additionally, health information custodians must explicitly state that "the individual is entitled to make a complaint to the Privacy Commissioner" in the notice letters to patients.

Moreover, health information custodians may also be required to notify the Privacy Commissioner of certain privacy breaches. The regulations setting out when and how the Privacy Commissioner must be notified have not yet been adopted. Overall, however, these amendments are likely to lead to additional investigations and requests for information from the Privacy Commissioner.

Expanded Responsibilities for Agents

The amendments also impose additional responsibilities on health information custodians to monitor agents' (i.e. including medical staff, nursing staff, clerks etc.) access to personal health information as well as restrictions on the ability of agents of health information custodians to collect, use, and disclose personal health information.

For example, section 17(1.1) specifically provides that the health information custodian may impose restrictions on the agent's ability to access and use personal health information. As such, health information custodians will have to consider whether or not to restrict the amount of personal health information that an agent has access to and whether this is technologically feasible.

Further, under section 17(3), health information custodians are required to take reasonable steps to ensure that agents are collecting, using, and disclosing personal health information in accordance with PHIPA. Although the "reasonable steps" required are not defined, the Privacy Commissioner will likely find that random audits of access by agents as well as regular staff training on privacy are required.

Additional restrictions were also imposed on agents themselves. Section 17(2) was amended to specify that agents are only permitted to collect, use, and disclose personal health information if it is "necessary in the course of carrying out his or her duties as agent of the custodian."

Lastly, under section 17.1, health information custodians are now required to report agents who have been subjected to disciplinary action for "the unauthorized collection, use, disclosure, retention or disposal of personal health information" to the agent's **college within 30 days. The health information custodian's obligation to report is also** engaged where the employee resigns if it has reasonable grounds to believe the resignation is related to an investigation into misuse of personal health information. The impetus for these changes appears, at least in part, targeted towards discouraging snooping.

Conclusion

The overall effect of these amendments to PHIPA is twofold. First, health information custodians will have greater responsibility to notify patients of privacy breaches related to use of personal health information by employees. These amendments are likely to result in an increased number of investigations by the Privacy Commissioner. Second, custodians have an increased responsibility to monitor the actions of their employees with respect to their use of personal health information.

As a result of these amendments, Hospitals and other health information custodians should review their policies and practices to ensure they are in compliance with the new obligations set out in the amendments. For advice on compliance please contact the author.

By

[Roberto Ghignone](#)

Expertise

[Health Law](#)

BLG | Canada's Law Firm

As the largest, truly full-service Canadian law firm, Borden Ladner Gervais LLP (BLG) delivers practical legal advice for domestic and international clients across more practices and industries than any Canadian firm. With over 725 lawyers, intellectual property agents and other professionals, BLG serves the legal needs of businesses and institutions across Canada and beyond – from M&A and capital markets, to disputes, financing, and trademark & patent registration.

blg.com

BLG Offices

Calgary

Centennial Place, East Tower
520 3rd Avenue S.W.
Calgary, AB, Canada
T2P 0R3

T 403.232.9500
F 403.266.1395

Ottawa

World Exchange Plaza
100 Queen Street
Ottawa, ON, Canada
K1P 1J9

T 613.237.5160
F 613.230.8842

Vancouver

1200 Waterfront Centre
200 Burrard Street
Vancouver, BC, Canada
V7X 1T2

T 604.687.5744
F 604.687.1415

Montréal

1000 De La Gauchetière Street West
Suite 900
Montréal, QC, Canada
H3B 5H4

T 514.954.2555
F 514.879.9015

Toronto

Bay Adelaide Centre, East Tower
22 Adelaide Street West
Toronto, ON, Canada
M5H 4E3

T 416.367.6000
F 416.367.6749

The information contained herein is of a general nature and is not intended to constitute legal advice, a complete statement of the law, or an opinion on any subject. No one should act upon it or refrain from acting without a thorough examination of the law after the facts of a specific situation are considered. You are urged to consult your legal adviser in cases of specific questions or concerns. BLG does not warrant or guarantee the accuracy, currency or completeness of this publication. No part of this publication may be reproduced without prior written permission of Borden Ladner Gervais LLP. If this publication was sent to you by BLG and you do not wish to receive further publications from BLG, you may ask to remove your contact information from our mailing lists by emailing unsubscribe@blg.com or manage your subscription preferences at blg.com/MyPreferences. If you feel you have received this message in error please contact communications@blg.com. BLG's privacy policy for publications may be found at blg.com/en/privacy.

© 2025 Borden Ladner Gervais LLP. Borden Ladner Gervais LLP is an Ontario Limited Liability Partnership.