

Complete Policy Title:
**Guideline for Verifying Identity for
Formal Correction of Personal Health
Information**

Policy Number (if applicable):

Approved by:
President

Date of Most Recent Approval:
July 1, 2017

Date of Original Approval(s):
July 1, 2017

Supersedes/Amends Policy dated:

Responsible Executive:
University Privacy Officer

Enquiries:
[University Secretariat](#)

DISCLAIMER: *If there is a Discrepancy between this electronic policy and the written copy held by the policy owner, the written copy prevails*

The McMaster University Privacy Officer, upon receipt of a completed Correction Request Form, will ask the individual or, if applicable, the Substitute Decision Maker (SDM), to verify their identity using the following protocol:

<p>Verification of a WRITTEN client request</p>	<p>Ensure the following information from the Form matches information in the relevant McMaster University system: Name DOB Student/Health Card # The individual's signature if available.</p>
<p>Verification of a WRITTEN request from a Substitute Decision Maker</p>	<p>Review information in the record to ensure there is documentation of a Substitute Decision Maker.</p> <p>If nothing noted in the file, request documentation (Power of Attorney for Personal Care).</p>
<p>Verification of a WRITTEN request from Custodial Parent</p>	<p>Verify any parent requesting a correction to the records of a minor, that he or she is the Custodial Parent and is entitled to make the request.</p>

If any of these conditions are not met, the individual will be notified in writing that we are unable to complete their correction request.

Correction Request for Research Records:

All data collected and reported for approved research is the responsibility of the Principal Investigator. Any correction request made for research records should be directed to the Principal Investigator for the study.

Correction Request for Health Records:

Please be advised Ontario law does not allow the deletion of information from a health record, even if the information is determined to be incorrect or incomplete. Rather, incorrect information is labeled as such and made inaccessible to healthcare providers.

The McMaster University Privacy Officer, upon receipt of the completed Correction Request Form and verification of the individual's identity or SDM authority, will initiate a review of the individual's concerns.

This review and a response to the individual must occur within thirty (30) days of receipt of the completed Correction Request Form, and will follow the requirements of Schedule A, s.55 of *PHIPA*.