



PROGRAM POLICY

POLICY NUMBER: QPS 140

TITLE: Confidentiality and Security of Ambulance Call Reports and Patient Information

CATEGORY: Quality Management

VERSION: 2.1

AUTHORITY: Program Director

LAST REVIEWED: July 2025

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1.0 BACKGROUND

The Regional Paramedic Program for Eastern Ontario (RPPEO), as part of The Ottawa Hospital, is a health information custodian responsible for safeguarding personal health information (PHI) and health records, including Ambulance Call Reports (ACRs), in accordance with the *Personal Health Information Protection Act* (PHIPA) and other applicable legislation. RPPEO is committed to ensuring the confidentiality, security, and appropriate use of patient care information it receives, generates, or manages.

2.0 SCOPE

This policy applies to all RPPEO staff, contractors, and agents who interact with, store, transmit, or otherwise handle any health records or personal health information in the course of their duties.

3.0 POLICY STATEMENT

All health records and personal health information (PHI) received, generated, or managed by the RPPEO shall be maintained in strict confidence, in compliance with PHIPA and institutional privacy and security standards. The RPPEO will adopt technical, administrative, and procedural safeguards to protect this information from unauthorized access, disclosure, or loss.

Health records and PHI may include, but are not limited to:

- Ambulance Call Reports (ACRs)
- Quality of care review documents
- Patch audio files
- Correspondence related to Quality and Patient Safety (QPS)
- Outcome letters
- Other patient care documentation



4.0 PROCEDURES

The RPPEO will safeguard confidential patient information through the following measures:

- **De-identification:** Patient identifiers are redacted from all ACRs and quality of care reviews where applicable.
- **Retention:** All PHI and relevant documentation will be retained in accordance with The Ottawa Hospital's retention schedules and the Ministry of Health Performance Agreement.
- **Security Measures:** RPPEO will employ secure infrastructure, encrypted technology, and electronic auditing tools to prevent unauthorized access or breaches.
- **Secure Transmission:** Information will only be transferred using trusted, secure transmission methods. Responsibility for safeguarding the information lies with both the sender and the receiver.
- **Controlled Access and Storage:** Hardcopy and electronic ACRs and other records will be secured at all times.
- **Training and Culture:** RPPEO staff will receive training on confidentiality standards and be expected to uphold a culture of privacy and responsibility.
- **Retention and Redaction for Use:** Retention and redaction protocols will be applied to information used for Quality, Education, and Research.

In the event of a suspected or actual breach of confidentiality:

- RPPEO will follow The Ottawa Hospital's policy "Patient Concerns Management" for investigation and corrective action.
- RPPEO will also follow ADM 140 with respect to notification to the Emergency Health Services (EHS) branch.

5.0 RELATED POLICIES AND LEGISLATION

- RPPEO Policy ADM 120 Document Retention
- RPPEO Policy ADM 140 Notification to EHS of a Privacy Breach
- *Basic Life Support Patient Care Standards*
- *Emergency Health Services Manual of Confidentiality and Security*
- *MOH Documentation Standards and ACR Completion Manual*
- *Personal Health Information Protection Act (PHIPA)*
- *Regional Base Hospital Performance Agreement, Ministry of Health*
- The Ottawa Hospital "Leaders' FIPPA Preparation Checklist"
- The Ottawa Hospital "Retention Schedules"
- The Ottawa Hospital "Patient Concerns Management (00304)" – January 29, 2016



REVISION RECORD:

Version #	Revision Date	Summary of Changes
1.0	September 2016	Removed Reference to QUA-310 from previous version Removed duplicate references Changed to bullet list Added phrase to ensure not limited to Research and staff
1.1	December 2018	Reworded policy to include RPPEO's involvement with PHI
1.2	June 2023	Rewrote background and policy statement sections
1.3	July 7, 2025	<ul style="list-style-type: none">• Scope section added• Formatting aligned to RPPEO policy standards• Removed internal classification no longer supported by TOH• No substantive procedural changes