

OUR COMMITMENT TO INFORMATION PROTECTION

ISMP Canada is committed to protecting the privacy, confidentiality and security of any information for which we are responsible. ISMP Canada recognizes that the information with which it is entrusted must be treated with respect and sensitivity, and that the privacy of patients, healthcare practitioners and organizations reporting or involved in preventable adverse medication events must be protected. To this end, ISMP Canada has put in place a mandatory privacy program, which includes a privacy policy and procedures based on the national privacy standard.

HOW DOES ISMP CANADA PROTECT INFORMATION?

ISMP Canada has implemented a number of safeguards to protect the information with which it is entrusted. These safeguards protect information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. The three categories of safeguards ISMP Canada has implemented are:

1. **Physical measures**, for example, locked filing cabinets and restricted access to offices;
2. **Administrative measures**, for example, the ISMP Canada Privacy Policy, based on Schedule 1 of the Personal Information Protection and Electronic Documents Act, and limiting access to information on a “need-to-know” basis; and
3. **Technical measures**, for example, the use of passwords and encryption.

MORE INFORMATION ON DATA PROTECTION AT ISMP CANADA

For more information about our privacy practices, please review the privacy policy on our website at: www.ismp-canada.org. To request a copy of our privacy policy or for other questions about ISMP Canada’s privacy practices, contact our Privacy Officer at:



Privacy Officer ISMP Canada

2075 Bayview Avenue, E2 26

Toronto, Ontario

Canada M4N 3M5

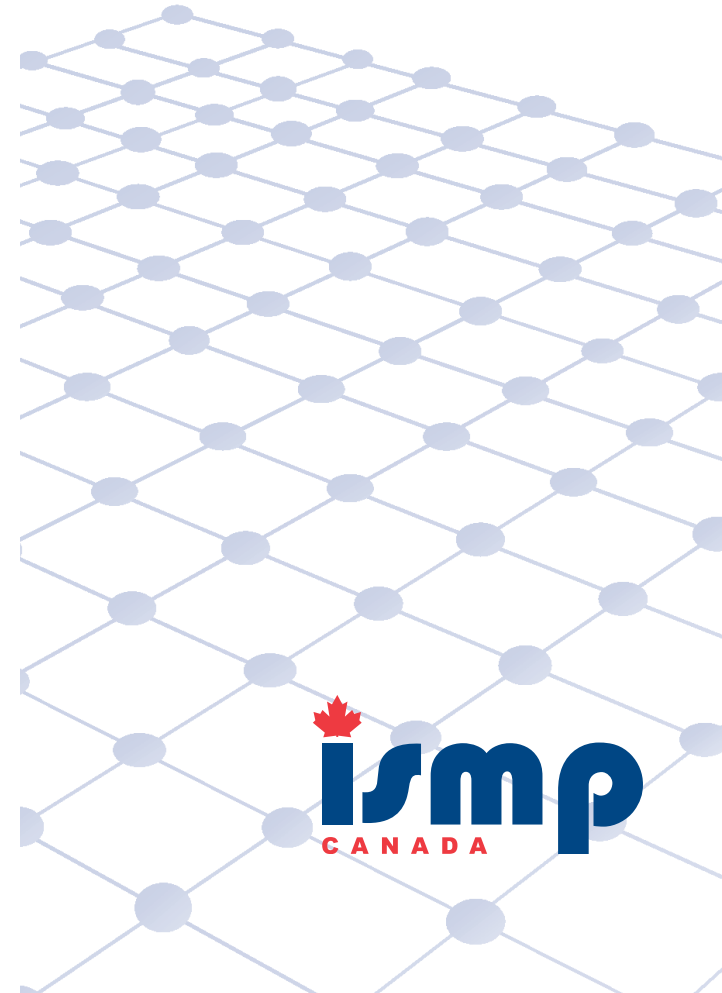
Phone: (416) 480-4099

Fax: (416) 480-5854

E-mail: privacy@ismp-canada.org

Institute for Safe Medication Practices Canada

Our Commitment to Privacy and Confidentiality



WHAT IS ISMP CANADA?

The Institute for Safe Medication Practices Canada (ISMP Canada) is an independent, nonprofit agency established for the collection and analysis of medication error reports and the development of recommendations for the enhancement of patient safety. Like its sister organization, the Institute for Safe Medication Practices in the United States, ISMP Canada intends to serve as a national resource for promoting safe medication practices throughout the healthcare community in Canada.

HOW DOES ISMP CANADA HELP PREVENT MEDICATION ERRORS?

ISMP Canada is committed to the safe use of medications through improvement in medication use processes and best practices, as well as drug distribution (institution and community), naming, packaging, labeling, computer program design and drug delivery system design. The Institute works collaboratively with healthcare practitioners and institutions, schools, professional organizations, the pharmaceutical industry, and regulatory and government agencies to provide education about medication errors and their prevention.

WHAT INFORMATION DOES ISMP CANADA RECEIVE?

All information received by ISMP Canada is provided voluntarily by individual healthcare practitioners and institutions. ISMP Canada receives two types of information:

1. **Non-identifiable information** about a medication incident, such as: description of the incident, patient outcome, type of healthcare facility where the incident occurred, the names and dosages of the medications involved, description of how the incident was discovered, contributing factors and recommendations to prevent similar incidents in the future.
2. **Additional information** about a medication incident, such as: information about the patient's medical condition, the types of healthcare practitioners involved in the incident, and the reporter's contact information may be provided voluntarily to ISMP Canada. In some cases, ISMP Canada may be invited to work jointly with reporting healthcare practitioners and institutions to investigate a specific incident (called a "root cause analysis") and provide recommendations for avoiding similar incidents in the future.

HOW DOES ISMP CANADA OBTAIN INFORMATION?

ISMP Canada receives information on medication incidents from individual healthcare practitioners and institutions, via telephone, email, mail, fax, or a web-based reporting program. In addition, hospitals may report anonymous information on medication incidents through ISMP Canada's "Analyze-ERR", a software documentation tool designed by ISMP Canada to track and analyze medication errors.

DOES ISMP CANADA COLLECT IDENTIFIABLE DATA ON PATIENTS?

No - Never. ISMP Canada requests that all identifying information about patients be removed prior to it being shared with ISMP Canada. Individual healthcare practitioners may choose to provide their contact information for the purpose of allowing ISMP Canada to carry out follow-up investigations or to clarify information relating to a specific medication incident reported by the individual healthcare practitioner or institution, but ISMPCanada *never* needs to know the names of individual patients involved in medication incidents.