



**MyHealthPORTAL**  
Interior Health

## **MyHealthPortal Privacy and Security**

This information page describes in general terms how your personal information is collected and used within the Interior Health MyHealthPortal.

### **Who can access my Portal account?**

Only you know your password and are able to log into and view your MyHealthPortal account. If you've given permission to a proxy user to have access to your health information, they will view your record through their own portal login. If anyone, including Interior Health employees, asks you to provide your password to them, we ask that you refuse to do so.

### **What kind of information is automatically collected?**

When you visit MyHealthPortal, Interior Health automatically gathers and stores certain information about the visit including the date/time, the pages accessed, your Internet Protocol address (a numerical identifier assigned either to your Internet service provider or directly to your computer), the type of browser and operating system used.

This information is used for purposes such as assessing system performance, improving web services, and website management. Interior Health does not use this data to determine your identity unless required to do so as part of an internal investigation or other law enforcement purpose.

### **How is personal information collected?**

Interior Health does not automatically collect personal information from visitors of MyHealthPortal, however, there may be situations where you choose to voluntarily provide it so we can update your contact information or follow up on support questions. Your privacy is very important to us, and while we try to limit the amount of personal information we collect from you, your diligence is required to ensure you do not provide any personal information about yourself in your inquiries, such as details found in your health record.

The personal information you send to us voluntarily is collected by Interior Health under the authority of section 26(c) of the Freedom of Information and Protection of Privacy Act of BC (FIPPA).

### **What security safeguards does Interior Health have in place?**

Interior Health is obligated to protect your personal information by ensuring reasonable security provisions are in place against risks such as unauthorized access, collection, use, disclosure or disposal. Physical, technical and administrative security measures have been integrated into the design, implementation and day-to-day operating practices as part of Interior Health's continuing commitment to the protection of the personal information it holds. For users of the Interior HealthMyHealthPortal, it is important that you keep your Logon ID and

password secure and that you not share it with anyone. If you choose to download or print details from your personal health record through MyHealthPortal, you are responsible for ensuring appropriate security of your personal information. Accessing MyHealthPortal from publicly accessible devices or networks (Internet café kiosks and other public Internet access points) is a security risk and not recommended, nor is accessing your record in public areas where others can easily view your screen.

### **What are cookies and why are they used?**

A cookie is a small file stored on your computer by your web browser when using some internet sites. Interior Health does not use cookies for storing personal information about visitors of our web site. Cookies are only used to track session information to enhance your web browser experience and are only valid during the time you are visiting MyHealthPortal.

### **Who should I contact if I have a problem with my MyHealthPortal account?**

We recommend that you use the Contact Us feature located at the bottom of every MyHealthPortal page. This feature provides a secure channel for sending us comments or questions.

If you are not able to access the portal, please phone MyHealthPortal Support toll free at 1-844-870-4756 Mon-Fri 7 AM to 7 PM Pacific Time (PT) & Saturday/Sunday 8 AM to 4 PM Pacific Time (PT). You may also reach us via the Contact Us form from the [www.interiorhealth.ca/MyHealthPortal](http://www.interiorhealth.ca/MyHealthPortal) launch page. Caution must be used to ensure you do not include any personal information as email is not a secure.

### **What is the best way to end my portal session?**

To ensure that no one else can access your personal information, always use the log off button to end your MyHealthPortal session. It is located at the top of the homepage. When you exit using the log off button, your session cookie is deleted which ensures that your session cannot be resumed unless your logon ID and password are re-entered.

### **What if I forget to log off of the portal?**

In the event that you leave your computer without closing the browser or logging out, MyHealthPortal has been designed to end your session automatically if you haven't provided any instructions or navigated in the portal for several minutes. To restart the session, you will need to logon again.

### **Links to Other Sites**

The MyHealthPortal contains links to websites operated by others. Providing these links is not an endorsement by Interior Health, nor an indication of any affiliation or association with the organizations concerned. When you link to another site, this privacy policy will not apply, however, you may be subject to the privacy policy of that new site, if one exists. Interior Health is not responsible for the privacy practices, content, or functioning of other websites.

### **Reporting Suspicious Behavior**

If you suspect that your MyHealthPortal logon ID and password are compromised, your account has been accessed by somebody else or you see visits or other information on your

account that do not belong to you please phone MyHealthPortal Support toll free 1-844-870-4756 Mon-Fri 7 AM to 7 PM PT & Saturday/Sunday 8 AM to 4 PM Pacific Time (PT). If you are unable to contact us during our regular support hours leave a voicemail or use the Contact Us form within the portal and indicate a time when we may reach you by phone.

### **Contact Us**

If you have privacy or security questions or concerns related to your use of Interior Health's MyHealthPortal, please use the secure Contact Us forms within the portal to submit your questions or comments or phone toll free 1-844-870-4756 Mon-Fri 7 AM to 7 PM PT & Saturday/Sunday 8 AM to 4 PM Pacific Time (PT).