

<b>Subject:</b>	<b>Independent Service Delivery Organization (ISDO) Non-Continuity of Care Requests for Pixalere Records</b>	
<b>Section:</b>	Records Management – Health Records	Page: 1 of 3
<b>Approved by:</b>	Director, Records Management and Registration, VPP	Original Date: 3March2025 RevisionDate:
<b>References:</b>	Authorization for the Release of Health Records (Attached)	

## PURPOSE:

To ensure that Independent Service Delivery Organization staff know the process in how to respond to release of information (ROI) requests for Pixalere records.

## BACKGROUND:

To ensure consistent practice and compliance with the *Freedom of Information and Protection of Privacy Act* (FIPPA) and other legislation governing the release of health records/information, requests for copies of client records for purposes that are not for continuity of care will be directed to the Vancouver Community Records Management.

## DEFINITIONS:

Independent Service Delivery Organization (ISDO) - Organizations outside of VCH that have partnered with VCH in providing services to the same clients whose staff will be granted having read and write access to the Health Authority's wound management electronic health record, Pixalere.

VC – Vancouver Community Records Management  
#200 – 520 West 6<sup>th</sup> Ave, Vancouver, BC V5Z 4H5

VCH – Vancouver Coastal Health

**Continuity of Care Requests** - Requests for health care information specifically for the purpose of providing patient care within the continuum of services.

Examples of requestors: Hospitals, clinics, doctors, community health centres, etc.  
Patient consent is not required, but the request in writing is strongly recommended.

Alternative care providers (e.g. chiropractors, private physiotherapy clinics, naturopaths, acupuncturists and medical marijuana clinics), etc. Patient consent is required in writing.

**Non-Continuity of Care Requests** – Requests for health care information not for the purpose of providing patient care within the continuum of services. Information is requested with patient consent or under statutory requirement.

Examples of requestors: Patient/Clients, Lawyers, Insurance Companies, WorkSafe BC, Interim Federal Health Program (IFHP), Law Enforcement.

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## STANDARDS:

1. It is the responsibility of the management at the ISDO to ensure that all staff are familiar with the process in how to respond to ROI requests for PixaLere records.
2. The ISDO staff will be responsible for processing all Continuity of Care requests.
3. The ISDO staff will log/document details of any Continuity of Care requests in the clients' health record.
4. Non-Continuity of Care requests will be processed by the VC ROI staff.
5. The ISDO staff will ensure that they are communicating with the VC ROI staff as appropriate and vice versa.

## PROCEDURE:

### Non-Continuity of Care Requests ONLY

(Examples of Non-Continuity of Care requests are provided in the [Definitions Section](#))

1. Request for PixaLere records received by the ISDO:
  - a. A written request with client consent is required. If one is not provided, client can be provided the following attached Authorization for Release of Information form to complete, which can also be found on:  
<http://www.himconnect.ca/Documents/Release%20of%20Health%20Records%20Authorization%20Form%20%28June%202024%29.pdf>
2. The ISDO staff will email or fax the request to the VC ROI office:
  - a. Email: [vchcomm\\_roi@vch.ca](mailto:vchcomm_roi@vch.ca)
  - b. Fax #: 604-874-7622
  - c. Include the following information on the fax cover letter or within the email:
    - i. Identify that this is an ISDO site
    - ii. Name of the ISDO site
    - iii. Request is for PixaLere records
    - iv. Contact info for ISDO in case VC ROI staff have questions
3. VC ROI staff processes the request.
4. VC ROI will mail completed request directly to the requestor or contact them to pick up when ready.

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**NOTES:**

If the requestor is in a rush, there is a fee for expediting the ROI process. Otherwise, the timeline to complete the request is up to 30 business days for Non-Continuity of Care requests.

If ISDO staff need to know the status of the request, they can contact VC ROI at (604) 708-5264 during normal business hours, Monday to Friday 8:00 AM to 4:00 PM.

The “**Authorization for the Release of Health Records**” form is posted on the VCH website.  
<http://www.vch.ca/your-care/request-health-records>. There is also a section on commonly asked questions.