



Standard 12: Privacy and Confidentiality

Applies to Opticianry

The College of Health and Care Professionals of BC was created on June 28, 2024 through the amalgamation of seven health regulatory colleges:

- College of Dietitians of British Columbia
- College of Occupational Therapists of British Columbia
- College of Optometrists of British Columbia
- College of Opticians of British Columbia
- College of Physical Therapists of British Columbia
- College of Psychologists of British Columbia
- College of Speech and Hearing Health Professionals of British Columbia

All current requirements for standards of clinical and ethical practice issued by the seven colleges remain in place upon amalgamation.

This document was created by the College of Opticians of British Columbia and will be updated to reflect the amalgamation.

Standard 12: Privacy and Confidentiality

Description

The optician respects clients' rights to the privacy and confidentiality of their personal and health information and complies with applicable legislation at all times.

Expected Outcome

The client can expect that their optician will safeguard their personal and health information and protect their privacy and confidentiality as required by relevant legislation.

Criteria

- 12.1 Adhere to all relevant privacy and confidentiality legislation and regulatory requirements.
- 12.2 Perform services in a manner with consideration for client confidentiality.
- 12.3 Conduct assessments, treatments, conversations, and consultations in a manner that preserves client confidentiality and privacy.
- 12.4 Store, transfer, and dispose of client records in a manner that protects client confidentiality, except in circumstances specified by law.
- 12.5 Obtain client consent before collecting, using, and/or disclosing confidential information to parties outside of the client's circle of care, except in circumstances specified by law.
- 12.6 Only collect information that is necessary for the services being provided.
- 12.7 Ensure that client personal and health information is accurate, complete, and up to date.
- 12.8 Report privacy breaches to the Office of the Information and Privacy Commissioner for British Columbia (OIPC) to ensure management and mitigation of risk.

Related Standards of Practice

- Standard 1: Client-Centred Practice
- Standard 3: Collaborative Care
- Standard 4: Cultural Safety, Cultural Humility, and Anti-Racism
- Standard 8: Dispensing of Vision Appliances
- Standard 9: Independent Automated Refraction
- Standard 14: Record Keeping and Billing
- Standard 16: Risk Management and Quality Improvement