



# PIA01344 — UBC Pharmacists Clinic Patient Booking System

## 1.1 Executive Summary

The UBC Pharmacists Clinic, a licensed patient-care facility, offers comprehensive medication consultations. To enhance accessibility and efficiency, the clinic plans to implement an online booking system, similar to those used in family doctor's offices, allowing for convenient scheduling and rescheduling of appointments. This system will be facilitated by Veribook, a third-party vendor specializing in healthcare appointment solutions.

## 1.2 Project Description and Scope

The UBC Pharmacists Clinic is a licensed patient-care site providing medication consultations. The operational workflow of how patient's book/reschedule appointments at the clinic is similar to how a family doctors office might be: patient's can call or come in-person to book appointments with one of our clinicians. The objective of this project is to implement an online patient booking system using the vendor Veribook (<https://veribook.com>).

### RISK CLASSIFICATION

The inherent privacy risk classification level of this PIA submission is 3 – **Medium**.

The residual risk classification level of this PIA submission at closure is 3 – **Medium**.

## 1.3 Risk Mitigation Table

No risks mitigation actions have been identified for this Project based on information provided.

## 1.4 Analysis and Findings

The original review was completed on March 22, 2019 but those details were not fully reflected in the initial load of PIAs to ServiceNow. This S/N PIA entry is to be closed based on the information provided for the initial PIA review.

At the time of completion the original PIA was closed with the only caveats being the need for inclusion of privacy notifications and informed consent, as at the time the use of transactional notification services outside of Canada was still deemed disclosure requiring consent. Please refer to the attached PIA Closure Summary for additional details.

Updates to FIPPA in October 2019 included a new provision, section 33.1(2)(p.1) which permits the temporary transactional disclosure required for such notification purposes.

## 1.5 Review and Distribution

The Minister of Citizens' Services Direction 2-21, [Privacy Impact Assessment Directions](#) requires that all PIAs "designate the appropriate level of position that holds accountability for a PIA, proportionate to the sensitivity of the personal information and/or the risks of the initiative" (s. D8).

Accountability is maintained by the role or position, regardless of who fills the role.

Under [UBC Policy SC14](#), Administrative Heads of Unit are responsible for:

- ensuring that UBC Electronic Information and Systems are secured with adequate controls, with particular care concerning User identification and validation measures;
- ensuring, as appropriate or required, that UBC Electronic Information within their area of responsibility is maintained, transmitted, and stored in a secure and consistent manner that adheres to all relevant University policies and standards;
- authorizing access for individuals to UBC Electronic Information and Systems within their area of responsibility;
- renewing, retiring, and revoking User authorizations within their area of responsibility.

Holding accountability for the privacy risks of this initiative includes:

- reviewing the mitigation strategies listed in the relevant risk tables and ensuring those strategies are maintained throughout the life of the initiative;
- ensuring accountability is transferred to any individual who assumes this role;
- if there are any changes to the initiative, including to the way personal information is collected, used, stored or disclosed, ensuring the PIA team is engaged, and if necessary, completing a PIA update; and
- understanding what your privacy obligations are, and if not, following up with the PIA team.

Assessment Acceptance
Jason Min

Distribution
<b>Requestor:</b> Jason Min <b>Project Manager:</b> Jason Min <b>Owner:</b> Jason Min <b>Risk Advisor:</b> Robert Tremonti

PIA Request Submission	Report Completion
2020-06-02	2021-07-06