### Public Health Services

<table>
<thead>
<tr>
<th>Primary</th>
<th>Secondary</th>
<th>Tertiary</th>
<th>Series Title</th>
<th>Scope Notes (Description)</th>
<th>Active (yrs)</th>
<th>Inactive (yrs)</th>
<th>Total Retention (Minimum) (yrs)</th>
<th>Vital Record</th>
<th>Archival Record</th>
<th>Responsible Department</th>
<th>Remarks/Citations</th>
</tr>
</thead>
</table>
| PH      | 01        | 01       | Client and Case Files | Records associated with clients who have had interaction with Public Health Services programs and services (including Records Access Requests). Includes, but is not limited to:  
- Community as client (i.e. where a community or group is the client such as schools, workplaces, daycares or community organizations)  
- Individual client records (i.e. where the client is a person; these records include referral forms, consent forms, correspondence, etc.)  
- Chronic Disease Prevention Client Records  
- Prevention of Injury and Substance Misuse Client Records  
- Reproductive and Child Health Client Records  
- Infectious Diseases Clients Records  
- Sexual Health and Sexually Transmitted Infections Client Records  
- HIV/AIDS Client Records  
- Syphilis Client Records  
- Tuberculosis Client Records  
- Tobacco Cessation Client Records  
- Telephone logs relating to personal health information from clients  
- Human/Animal Contact Exposure Client Records  
- Mental Health Client Records (including raw data)  
- Health promotion materials, curriculum and meeting minutes referred to in client records (when charting by reference)  

Excludes: Dental Client Records *(see PH-01-02)*; Vaccine Preventable Diseases Client Charts (incl. Adverse Event Following Immunization (AEFI)) *(see PH-01-03)* | T + 15* | Y | N | Public Health | *  
For clients 18 years and over:  
T = client’s last visit, or discharge  
For clients under age 18:  
T = 18 minus age of client discharge  
Statements of Conscience: under 18  
T = 18 minus age of client at date of completion of form  
18 yrs & over  
T = completion of form  
Infectious Diseases  
T = Discharge of client/closure of annual file  
Total Retention = up to 33 years |
| PH 01 02 | Dental Client Records | Records associated with clients who have had interaction with Public Health Services Dental Programs (includes Records Access Requests). Includes: Dental Screening assessment; Dental Health Client Records (including assessment of dental screening for clients referred for other services, referrals, parent notification; dental follow up. | Dental Screening T+3* | Dental Health Client Records T+15** |
| PH 01 03 | Vaccine Preventable Diseases Client Charts (incl. AEFI) | Records associated with vaccinations, and interactions with clients related to vaccine preventable diseases (includes Records Access Requests). Includes: Group vaccinations clinics where clients range in age - (e.g. community clinics, mass school immunizations, pandemic), vaccinations by single cohort; adverse event following immunization intervention (AEFI) records. Excludes: Cold Chain Inspection Records (see PH 05 03 (Vaccine Cold Chain) | T+2 | T+15 |

*“Dental screening T= end of school year

**“Dental Health Client Records
Adult (18 & over)
T = Discharge of Client
Under age 18
T = 18 minus age of client at discharge

Clinics with a range of ages:
If youngest client is 18 or over:
T = date of clinic
If youngest client is under 18:
T = 18 minus the age of the youngest client

Immunization clinics of single cohort:
For age 18 & over:
T = end of school year
Under 18 years:
T = 18 minus age of youngest client

Consents
T = end of calendar year

Statements of Conscience:
If under age 18:
T = 18 minus age of client as of date of completion of form
If age 18 or over:
T = date of completion of form
Total Retention = up to 33
### Medical Directives and Medical Delegations
- **Medical Directive:** A formal written order for a procedure or a series or procedures that may be implemented for a number of clients when specific circumstances exist. A directive is always written by a regulated health professional who has the legislative authority to order the procedure for which she/he has ultimate responsibility.

- **Medical Delegation:** A formal written document in which a regulated health professional who has the authority and competence to perform a procedure under one of the controlled acts delegates the performance of that procedure to another individual.

### Program Operations
- Records associated with program management, administration and service delivery of the full range of programs operating within Hamilton PHS.

- **Includes:** All record types related to the management and administration of Public Health Services programs; operational plans; day planners*; paper notebooks*, electronic notebooks* capturing transitory information; personal health information captured in the referral/intake process where the individual never becomes a client (voluntary programs only); client scheduling; medical equipment maintenance records***.

- **Excludes:** Financial records (see Finance and Accounting FA); Contracts and Agreements (see Legal Affairs LA 03 01/ LA 03 02); Employee Records (see Human Resources HR); Ministry Reporting (see AD 11 Intergovernmental Relations); clients referred for mandatory follow-up (see PH 01 01 to PH 01 01 03 Client & Case Files)

| PH 02 | Medical Directives and Medical Delegations | Medical Directive: A formal written order for a procedure or a series or procedures that may be implemented for a number of clients when specific circumstances exist. A directive is always written by a regulated health professional who has the legislative authority to order the procedure for which she/he has ultimate responsibility.  

- **Medical Delegation:** A formal written document in which a regulated health professional who has the authority and competence to perform a procedure under one of the controlled acts delegates the performance of that procedure to another individual. | P | Public Health |
| PH 03 | Program Operations | Records associated with program management, administration and service delivery of the full range of programs operating within Hamilton PHS.  

- **Includes:** All record types related to the management and administration of Public Health Services programs; operational plans; day planners*; paper notebooks*, electronic notebooks* capturing transitory information; personal health information captured in the referral/intake process where the individual never becomes a client (voluntary programs only); client scheduling; medical equipment maintenance records***.

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1, 2, 4, 5, 6, 7, 8, 10, 13

*Day planners /Notebooks/ Electronic notes are maintained for C + 2 years then destroyed.

***Maintenance Records for Sterilization equipment (dental) C+ 10 yrs

**Archival Review: Minutes, plans and reports related to the development and management of specific programs
<table>
<thead>
<tr>
<th>PH 04</th>
<th>Health Promotion &amp; Program Delivery</th>
<th>Records associated with information on the development, implementation and evaluation of programming of the following:</th>
<th>T+2</th>
<th>4</th>
<th>T + 6</th>
<th>Y</th>
<th>Y*</th>
<th>Public Health</th>
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<td></td>
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<td>- Healthy Eating</td>
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<td>- Comprehensive Tobacco Control (includes prevention, cessation and control of tobacco use)</td>
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<td>- Food Handling and Safety</td>
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<td>- Physical Activity</td>
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<td>- Exposure to ultraviolet radiation</td>
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<td>- Workplace Wellness Programs</td>
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<td>- Prevention of Injury and Substance Misuse</td>
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<td>- Violence Prevention and Mental Health Promotion</td>
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<td>- Reproductive Health</td>
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<td>- Infectious Disease Prevention &amp; Control (includes promotion of infection control practices)</td>
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<td>- Rabies Prevention and Control</td>
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<td>- Sexual Health, STI's, and Blood-borne Infections Prevention</td>
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<td>- Vaccine Preventable Disease Promotion</td>
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<td>- Emergency Preparedness (health promotion activities only)</td>
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<td>- Epidemiology (health promotion activities only)</td>
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<td>- Determinants of Health</td>
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Includes: Documents related to the development of healthy public policies, initiatives, distribution lists, correspondence, presentations, inventories of program materials.

Excludes: PH 01 Client & Case Files; Rabies investigation records (see PH 11 Vector Borne Disease Investigations & Rabies Investigations); boil water advisories (see PE 05 Premise Inspections and Enforcement); emergency preparedness plans, business continuity plans, and emergency preparedness mock/training exercises (see EM06 01 - Emergency Preparedness Planning); Research and Evaluation (see PH 04 Research, Evaluation).
| PH 05 | Research and Evaluation | Records associated with research and evaluation activities conducted by PHS Programs. |
| PH 05 |  | Includes: Research and evaluation projects and plans, situational assessments, program reviews, questionnaires, surveys, needs assessments, research ethics, research data, literature searches and references, findings reports, dissemination strategies and information, benchmarking, resources, tools, workshops, in-services, presentations related to research and evaluation methods and best practices for specific research and evaluation project, and research funding opportunities. |
| PH 05 |  | Excludes: Financial research proposal and submissions (see Grants & Loans FA 11) |
| PH 06 01 | Premise Inspections and Enforcement | Records associated with information related to premise inspections and documentation related to complaints/service requests on food safety, safe water, health hazards, and infectious diseases. |
| PH 06 01 |  | Includes, but not limited to: All records, related to inspection of food service settings, long term care facilities, retirement homes, day care centres, hospitals, detention centres, personal service settings, funeral homes, pools, spas, septic systems, boil water advisories, and individual complaints or service requests (e.g. for an inspection). |
| PH 06 01 |  | NOTE: Court files of charges/tickets that have been resolved are considered transitory notes since the original records are given to the court. Therefore these copies can be destroyed after 1 to 2 years. |
| PH 06 01 |  | Excludes: Outbreak client records or records related to personal illness (see PH 01 Client Records); Records related to Smoke Free Ontario Act (see PH 09); Black Books (see Inspectors'/Officers' Notes PH 05 02); Cold Chain Inspections (see PH 05 03) |
| PH 06 02 | Inspectors'/Officers' Notes | Note books (Black Books/field notes) used to document relevant data in the process of conducting inspections and enforcement which may be used as by inspectors or officers as memory aids to present evidence in legal proceedings. |
| PH 06 02 |  | Includes, but not limited to: Notes and photographs made electronically when the officer uses a computer or other electronic devices to record notes in place of notebooks. |
| PH 06 02 |  | T+15 |
| PH 06 02 | Inspectors'/Officers' Notes | Public Health | T = date of last entry |

C +2  5  T + 7 up to P*  y  Y**  Public Health  T = Completion of research.  

*Retention of research conducted through a Research Ethics Board may be determined by the agreement signed off by the investigating parties; or assessed on a case by case basis.  
**Archival Review: Records which describe research protocols, findings and research evaluation.
| PH 06 03 | Vaccine Cold Chain | Records associated with vaccine cold chain inspections. | T+15 | Public Health | 2 |
| PH 07 | Accreditation and Continuous Quality Improvement | Records associated with compiling, researching and submitting all information subject to accreditation processes, including accreditation review and assessment.  
Includes: Correspondence re: Accreditation, summary reports; Accreditation project files; final assessment; project scope and planning; Ontario Public Health Organizational Standards assessment and related materials.  
Excludes: Original corporate or departmental policy documents. (See AD 07 Policies & Procedures); business process reviews (see PH 16 Project Management) | C + 1 | 6 | T + 7 | N | N | Public Health | T = End of accreditation period. |
| PH 08 | Vaccine Preventable Diseases Health Protection and Disease Prevention | Records associated with health protection activities related to vaccine preventable diseases such as the storage, distribution, and inventory management of vaccine.  
Excludes: Cold Chain Inspections (see PH 05 03) Premise Inspections and Enforcement; Client records (see PH 01 01 & PH 01 03 Client & Case Files). Vaccine Preventable Health Promotion activities (see PH 03 Health Promotion Program Delivery) | C+1 | 2 | C + 3 | Y | N | Public Health |
| PH 09 | Medical (OHIP) and Dental Claims Processing | Records associated with submission and administration of OHIP claims for Sexual Health and Clinical Services. Also includes payment of Dental claims by Hamilton PHS and OHIP claims. | C + 2 | 10 | C + 12 | N | N | Public Health |
| PH 10 | Comprehensive Tobacco Control Enforcement & Investigation | Records associated with information related to comprehensive tobacco control and the enforcement of the Smoke-Free Ontario Act.  
Includes: Documents related to Tobacco Enforcement, Smoke-Free Ontario (SFO), warning letters, and signage.  
Excludes: Health promotion records (see PH 03 Health Promotion & Program Delivery); Tobacco Cessation Client Records (see PH 01 Client and Case Files); Black books (see Inspectors'/Officers' Notes PH 05 02) | C+2 | 4 | T + 7 | N | N | Public Health | T = ticket "closed" 12 |
| PH 11 | Outbreak Management | Records associated with the monitoring, reporting, prevention, containment and management of communicable/reportable disease outbreaks.  
Includes: Client line lists, client interview tools and documentation, outbreak meeting minutes, email correspondence, documentation of control measures, iPHIS records, lab results, notifications to laboratories, media releases, medical advisories.  
Excludes: Promotion of Infectious Disease Control practices (see PH 03 Health Promotion & Program Delivery); and vaccine/medication distribution (see PH 07 Vaccine Preventable Diseases Health Protection and Disease Prevention); Incident Management System documentation of an outbreak response (see EM06 02 - Emergency Response). | T+2 | 8 | T + 15 | N | Y* | Public Health | *Archival Review: reports or minutes related to Outbreak Management should be retained permanently |
| PH 12 | Vector-Borne Disease Investigations & Rabies Investigations | Records associated with information related to the investigations of and/or surveillance of diseases such as rabies and vector-borne diseases, which include, but are not limited to, West Nile Virus and Lyme disease. 
Excludes: Client records (see PH 01 01 Client Records), West Nile Virus Registry (see West Nile Virus Registry PH 12) | C+2 | 4 | C + 6 | N | N | Public Health |
| PH 13 | West Nile Virus Registry | Records associated with the collection of personal health information of residents who have voluntarily submitted their names to be contacted in the event Public Health Services determines the need to apply an adulticide (fogging) within the City. | S | S | N | N | Public Health | S = superceded (Individual is known to no longer reside in the City of Hamilton). |
| PH 14 | Disease Inventory and Control - Epidemiology | Records associated with population-based disease research, inventory, data collection, analysis and monitoring. 
Includes: Medical research; precedent cases; disease statistics and inventory; epidemiological studies, data and reports; population health and health demographic surveys; health informatics. 
Excludes: Quality of services received, i.e. survey or questionnaire re: satisfaction of service; research and evaluation (see PH 04 Research and Evaluation). | C+1 | 14 | P* | N | Y | Public Health | *Permanent subject to selection at end of inactive retention period. |
### Health Statistics and Surveillance

Records associated with the provision of health statistics and other data related to health behaviours, risks and trends. Utilizing such databases as (but not limited to) iPHIS, HELPS, RRFSS, CCHS and census data, statistics are produced and interpreted in order to support evidence-informed program decisions.

**Includes:** Health statistics and epidemiology, requests tracking, data access, collection and management, data sets and analysis, technical notes, graphs, tables, maps, abstract submissions, oral/poster presentations, socio-demographic reports and health status reports, factsheets, surveillance reports, reporting and dissemination strategies and related information.

**Excludes:** Contact tracing *(see PH 01 01 Client & Case files)*.

<table>
<thead>
<tr>
<th>C+2</th>
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<th>P*</th>
<th>N</th>
<th>Y</th>
<th>Public Health</th>
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</table>

### Medical Officer of Health

Records associated with operations, accountability, leadership, advice and decision-making directed or issued by the Medical Officer of Health.

**Includes:**
- Records demonstrating the accountability of the Medical Officer of Health to Citizens;
- Records having evidentiary or legal purpose;
- Correspondence;
- Program structure and strategy documentation;
- Correspondence with MOHLTC and other provincial/federal ministries, reports to MOHLTC and other provincial/federal ministries.

**Excludes:** General staffing files for Full Time/Part Time employees, volunteers and students *(See HR)*.

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<thead>
<tr>
<th>C + 1</th>
<th>14</th>
<th>P*</th>
<th>N</th>
<th>Public Health</th>
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</thead>
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### Project Management

Records related to initiating, planning, executing, monitoring, controlling and closing PHS projects and business process reviews.

**Includes, but not limited to:**
- Project plans, charters, schedules, reports, directives, change requests, project data, minutes, status updates, communications, deliverables.

**Excludes:** Projects related to direct program and service delivery *(see PH 03 Health Promotion & Program Delivery)*

<table>
<thead>
<tr>
<th>T+1</th>
<th>6</th>
<th>T+7</th>
<th>Public Health</th>
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</table>

### Citations

1. Medicine Act, 1991, General, O. Reg 114/94 s.19(1)
6 The College of Physician and Surgeons of Ontario, Policy Medical Records, May 2012
7 Royal College of Dental Surgeons of Ontario (Guidelines Dental Recordkeeping, May 2008)
8 Child and Family Services Act, R.S.O. 1990, C.C.11, s.54
9 Records of Site Condition - Part XV.1 of the Act Regulation, under the Environment Protection Act, O. R. 153/04, ss. 16, 18
11 Evidence Act, R.S.O. 1990, c. E.24
12 Smoke Free Ontario Act, S. O. 1994, c. 10, s. 14.(14)
13 Drug and Pharmacies Regulation Act, R. S. O. 1990, c. H.4, ss. 156. (1),(2); as am. S.O. 1991, Vol. 2, c. 18, s. 47. (16); s. 1