

# MD Program

## Access to Student Records and Privacy Procedure

### *Corresponding Policies:*

*Queen's University – [Records Management Policy](#)*

*Queen's University – [Access to Information and Protection of Privacy Policy](#)*

*Queen's University – [Policy on Handling Personal Health Information](#)*

*Queen's University – [Electronic Information Security Policy Framework](#)*

*Approved by MD PEC: October 15, 2014*

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### 1.0 Purpose

This document outlines how the MD Program Office, acting as a custodian of university records, complies with its obligations and requirements to manage records and information in its custody or control. It also establishes principles and requirements that ensure student records are stored in a manner that maintains physical and logical integrity, and confidentiality.

### 2.0 Procedures

#### 2.1. Access and Retrieval

All student records are maintained in a secure area or platform.

The active physical records room, located in a FOB secured administrative building, is locked during non-business hours with limited access to the key, stored in a coded lock box.

The storage area for archived records is locked at all times with limited access to the key.

Electronic student files are configured in Queen's SharePoint Online Communication sites, as cloud-based repositories for storage of digital information. Each student file maintains specified limited access as per procedure with only authorized personnel provided with appropriate access.

Only authorized personnel are permitted to access student records on a need-to-know basis. Administrative staff are considered as authorised personnel who may access student records excluding Learner Wellness content, except for the designated Student Affairs Administrative Assistants. The level and nature of access is related to their particular administrative duties.

A list of authorized personnel and level of access permitted will be kept, approved, and maintained by the Manager, MD Program – See Appendix A attached.

Faculty who are not authorized personnel and require access to a student file must make a request in writing to the Manager, MD Program that outlines the nature, reason and scope of the access and may be granted access only to information on a need-to-know basis at the discretion of the Manager or Associate Dean, MD Program.

All documents related to medical information, accommodation or disability will be kept secure in the student or applicant record and separate from other documents and will be made available on a *need-to-know basis* only by consent of the student or applicant and the Associate Dean, MD Program, or to those authorized faculty and personnel by virtue of their role who have been permitted access to the entire record. Documentation will be destroyed three years after departure or graduation from the MD Program.

2.2. Privacy and Security

Records are not permitted to leave the premises.

2.3. Students' Access to their Records

Students who wish to inspect their physical record must make an appointment request to the Manager, MD Program. All viewings will be in the presence of authorized personnel at the MD Program Office.

Students who wish to inspect their electronic record must make a request to the Manager, MD Program. Permissions will be granted to the student specific electronic records in a read only format.

2.4. Transfer to Archives

At the end of the academic year, the records of students who have graduated are transferred to archives in accordance with the applicable record retention schedule (<https://archives.queensu.ca/records-retention-schedules/records-retention-schedules>). Records are stored in sealed boxes and labelled to indicate the contents and disposal date, if applicable. Records are maintained in a dry accessible location. Digital files are securely stored as per retention schedule. Records identified for disposal are destroyed by a commercial shredder on site.

2.5. Emergencies

The Associate Dean or designate can consult student files, where necessary, in order to respond to medical or other actual or apprehended emergencies affecting a student presently enrolled in the School.

2.6. Criminal or legal proceedings

Access to student files in relation to any criminal or other legal proceedings can be granted only upon receipt of a subpoena or other legally binding order of production.

## MD Program Administrative Procedure

### APPENDIX A

#### Access to Student Records – Authorized Personnel & Level of Access

##### Access Levels:

##### **Level 1 – Full Access**

##### **Level 2 - Partial/Standard – Administrative Access**

*(Administrative staff are considered as authorised personnel who may access student records in order to perform their official duties excluding Learner Wellness content, with the exception of the designated Student Affairs Administrative Assistants)*

##### **Level 3 - Private/Protected/No Access**

<u>Title</u>	<u>Level of Access</u>
Associate Dean, MD Program	<b>Level 1</b>
Assistant Dean - Student Affairs	<b>Level 1</b>
Assistant Dean – Academic Affairs & Programmatic Quality Assurance	<b>Level 2</b>

Assistant Dean – Admissions	<b>Level 2</b>
Assistant Dean – Curriculum	<b>Level 2</b>
Progress and Promotion Committee, Chair	<b>Level 2</b>
Manager, MD Program	<b>Level 2</b>
Admissions Manager	<b>Level 2</b>
Admissions Coordinator	<b>Level 2</b>
Program Evaluation & Student Assessment Coordinator	<b>Level 2</b>
Program Evaluation & Student Assessment Assistant	<b>Level 2</b>
Student Support Assistant	<b>Level 2</b>
Clinical Skills Coordinator	<b>Level 2</b>
Lead Curricular Coordinator – Clerkship Curricular Courses	<b>Level 2</b>
Curricular Coordinator – Year 1	<b>Level 2</b>
Curricular Coordinator – Year 2	<b>Level 2</b>
Curricular Coordinator – Clinical Clerkship	<b>Level 2</b>
Finance, Awards & Special Projects Officer	<b>Level 2</b>
Student Affairs Coordinator	<b>Level 2</b>
Student Affairs Assistant	<b>Level 2</b>
Academic Advisor	<b>Level 2</b>
Wellness Advisor	<b>Level 2</b>
Career Advisor	<b>Level 2</b>

Manager – Operations	<b>Level 3</b>
Program Assistant – Teaching Centre	<b>Level 3</b>
Assessment/Evaluation Consultant	<b>Level 3</b>
Educational Project & Special Programs Coordinator	<b>Level 3</b>
Educational Developer	<b>Level 3</b>
Manager, Programs – SP & OSCE	<b>Level 3</b>
Program Assistant – SP & OSCE	<b>Level 3</b>