



Patient consent considerations for physicians

Consistent with the College of Physicians and Surgeons of BC (CPSBC) Practice Standards, patient consent should be obtained prior to sending an ICBC medical report without having received a formal request letter (typically, a CL491) from ICBC. Discuss with your patient the purpose of the medical report while requesting their consent to share the report with ICBC. Proactively confirming patient consent will help streamline workflow and facilitate early support of the recommended care plan. The information in the report may be used to determine a patient's benefits and entitlements for their claim.

Physician obtains patient consent to share report with ICBC (or receives CL491 request letter)

This allows the physician to send the CL489 medical report directly to ICBC. The report itself serves as both the medical record and invoice.

- One way to collect patient consent is by using a consent form.
- Doctors of BC have created a [Consent to Sharing Information](#) template for this purpose.

Patient does not provide consent to share report with ICBC

If your patient does not provide consent, complete the report and notify ICBC's [Health Care Inquiry Unit](#) that consent was not obtained and a formal ICBC request letter is required. Invoice MSP for a standard office visit with ICBC selected as the insurer. ICBC will send the Health Care Provider Report Request Letter (CL491) to the physician outlining applicable legislation that permits ICBC to obtain the report. Once the request letter is received, the report may then be submitted to ICBC.

Section 18(1)(o) of the *Personal Information Protection Act* (PIPA) allows disclosure of information without consent if the disclosure is required or authorized by law. The *Insurance (Vehicle) Act* requires health care providers to provide ICBC with reports, in the form established by ICBC, with the detail set out in the *Insurance (Vehicle) Act*. Therefore, provision of the information is required by law, and PIPA allows disclosure of medical information for the purposes set out in the *Insurance (Vehicle) Act*.

If you require more information

- On consent and information sharing, please see Doctors of BC's guidelines on privacy.
- Regarding fees and reports, please visit ICBC's [Health Services Business Partners site](#).



Patient consent flowchart

