

Medical Services Commission

FIPA Access Assessments

This organization was listed as an independent public body at the start of 2024 under British Columbia's [Freedom of Information and Protection of Privacy Act](#) (FOIPPA) and the [Information Management Act](#) (IMA).

FIPA conducts scientific research as part of its program activities. Its access assessment activities are meant to monitor freedom of information. <https://fipa.bc.ca/research-resources/access-assessments/>

This PDF contains the requests that were sent to this public body, as well as the records that were subsequently released.

These records were originally collected as data for a more in-depth study as part of FIPA's scientific research. That involved submitting focused freedom of information (FOI) requests to determine how this public body, which we classified as part of the broader public sector, was interpreting and applying FOIPPA and IMA legislation.

That project is called *Access Regimes: Social Studies of Recordkeeping, Bureaucracy, and Secrecy under Freedom of Information Law*. Further information about that study can be found on the Open Science Foundation's [registration platform](#).

Distinct from the original study, FIPA has also assessed whether this public body meets expectations identified in an IPSOS poll we commissioned. That poll can be found on the FIPA website here. <https://fipa.bc.ca/medical-services-commission/>

About FIPA

The BC Freedom of Information and Privacy Association (FIPA) is a non-partisan, non-profit society that was established in 1991 to promote and defend freedom of information and privacy rights in Canada. While we are based in BC, our membership extends across Canada, and we regularly partner with organizations throughout the country.

Our goal is to empower citizens by increasing their access to information and their control over their own personal information. We serve a wide variety of individuals and organizations through programs of public education, public assistance, research, and law reform. We are one of very few public interest groups in Canada devoted solely to the advancement of freedom of information and privacy rights.

Requests sent to broader public sector organizations

Request item 1

Current organizational charts that indicate freedom of information personnel and information management personnel.

Summary

Charts that outline where freedom of information personnel and information management personnel exist within an organization.

Rational

Organizational charts help identify who is responsible for fulfilling certain obligations.

Request item 2

Delegation of authority charts for the Freedom of Information and Protection of Privacy Act.

Summary

Charts that outline who has certain powers under the Freedom of Information and Protection of Privacy Act.

Rational

Delegation of authority charts are standard instruments across the implementation of any law with delegable and discretionary powers.

Request item 3

Policies or procedures regarding freedom of information (not privacy), including policies and procedures regarding the routine release of information and proactive disclosure.

Summary

Freedom of information policies.

Rational

Policies are the core of implementing any new public initiative.

Request item 4

Final reports regarding the public body's performance reporting, program evaluations, or project implementation plans or proposals with respect to freedom of information.

Summary

Internal reports about freedom of information.

Rational

How public bodies monitor their performance matters.

Request item 5

Delegation of authority charts for the Information Management Act, as applicable.

Summary

Charts that outline who has certain powers under the Information Management Act.

Rational

Delegation of authority charts are standard instruments across the implementation of any law with delegable and discretionary powers.

Request item 6

Interoffice memoranda about freedom of information and records/information management.

Summary

Memos about freedom of information and records/information management.

Rational

Internal communications can structure organizational activity.

Request item 7

Metadata Application Profiles and records disposition models, as well associated policies and procedures and implementation plans and reports.

Summary

Metadata schemas for records management systems.

Rational

Metadata is an essential part of establishing control over records.

Request item 8

Office of primary responsibility designations/matrices.

Summary

Lists of offices responsible for certain organizational records.

Rational

Lists like this are often a reflection of the classification logics used to manage records.

Request item 9

Technical manuals for records management systems.

Summary

User manuals for records management software.

Rational

Manuals contribute to how staff interact with technology.

Request item 10

Acceptable use of technology policy instruments (where “instrument” has the same meaning as in [Treasury Board Directive 1/23](#) and onboarding manuals.

Summary

Acceptable use of technology policies.

Rational

Acceptable Use Policies govern how employees may appropriately interact with technology over the course of their job.

Request item 11

File plans/lists/indexes and/or records management ontologies/thesauri.

Summary

Lists of regularly created files.

Rational

File lists are a prerequisite to an up-to-date file classification plan.

Request item 12

Public body self-assessments and audits/evaluations of records/information management.

Summary

Self-assessments conducted according to an internal government standard.

Rational

Regular reviews of records management is best practice in information governance.

Request item 13

Policy instruments regarding records or information management.

Summary

Records management policies.

Rational

Policies are the core of implementing any new public initiative.

Request item 14

Copies of record retention schedules.

Summary

Record retention schemas.

Rational

Retention schedules are the key instrument in asserting control over records classification and retention.

Request item 15

The public body's information resources/information asset plans/records management plans, as applicable.

Summary

Records management plans.

Rational

Records management is something that must be planned out carefully.

Request item 16

Licenses, contracts, or agreements between the public body and recordkeeping system service providers or contractors.

Summary

Contracts for recordkeeping systems.

Rational

Contracts detail roles and responsibilities with respect to system implementation and maintenance.

Request item 17

Final jobs description files for any employee who regularly performs a role or responsibility (1) in responding to a freedom of information request or (2) fulfilling public body's records/information management needs, including if those job descriptions do not explicitly mention FOI requests or records/information management.

Summary

Job descriptions for records management and freedom of information staff.

Rational

Job descriptions articulate the necessary skills and anticipated responsibilities of people charged with doing FOI or RM work.

Request item 18

Records confirming the appointment and responsibilities of subdivisional freedom of information (not privacy) or records management 'champions,' (i.e. an ambassador for records management or FOI within a particular unit, such as FOI Oversight Liaison Officers or Duty to Document Champions), if any. (If applicable roles exist, kindly include memorandums, plans, or reports issued by those persons).

Summary

Records concerning the appointment of employees responsible for promoting freedom of information and records management.

Rational

Internal promotion of FOI and RM contributes to effective implementation.

Request item 19

Organizational charts that include records/information management personnel (or the relevant organizational charts if your public body does not have dedicated RM/IM personal).

Summary

Charts that outline where freedom of information personnel and information management personnel exist within an organization.

Rational

Organizational charts help identify who is responsible for fulfilling certain obligations.

Request item 20

Final training packages (i.e. presentation slides, etc.) and training implementation history files (e.g. reports of completion, etc.) for freedom of information and records/information management, including initial training specific to FOI analysts/coordinators.

Summary

Training materials for freedom of information and records management.

Rational

Training is necessary for the successful implementation of FOIPPA and IMA.

Request item 21

internal surveys and the results of surveys concerning records/information management of freedom of information.

Summary

Surveys about records management and freedom of information.

Rational

Surveys of staff provide insight into the state of records management and freedom of information.

Request item 22

“Documenting government decisions” policy instruments (where “instrument” has the same meaning as in [Treasury Board Directive 1/23](#)).

Summary

Duty to document policies.

Rational

The Chief Records Officer has developed directives instructing public bodies to develop organization-specific policies for documenting government decisions.

Request item 23

Final Requests for Proposals concerning records management/freedom of information (not privacy).

Summary

Requests for proposals for freedom of information and records management projects.

Rational

RFPs document a public body's needs in order to identify the solutions they are seeking proposals to address.

Request item 24

Copies of checklists, forms, templates, guides and other tools used in relation to processing freedom of information requests.

Summary

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Rational

Workflow materials for freedom of information processing.

Request item 25

Contracts and statements of work for consultant services for freedom of information/records management work.

Summary

Contracts and statements of work for consultants' work related to freedom of information and records management.

Rational

Contracts and statements of work define the boundaries of what work the public body performs and what work it relies on others' to perform.

Request item 26

Case management procedures (i.e. how analysts are assigned, what data is to be logged, how to notify program areas, etc.) for freedom of information requests.

Summary

Procedures for managing request workflows.

Rational

Case management software helps public bodies keep track of requests and organize their responses.

Request item 27

Copies of any plans or assessments done in preparation for the application of the Information Management Act (e.g. Readiness Assessments for the provision relating to document government decisions).

Summary

Reports produced to prepare to implement duty to document.

Rational

These reports established the baseline position from which duty to document was purportedly implemented.

Request item 28

Any previously unrequested/undisclosed records that assist in understanding how (1) records management is practiced in your public body, or (2) how decisions about freedom of information requests are made and how they are processed (e.g. any document, including an intranet file or records of another public body, that an employee references in the course of processing a request or describes how to apply exceptions, search for records, etc.).

Summary

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Rational

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File: 292-30/HTH-2024-41952
Your File: FOI 350

September 25, 2024

Sent via email: AccessRequestFrom@fipa.bc.ca

Spencer Izen
B.C. Freedom of Information & Privacy Association
191 West 20th Avenue
Vancouver , BC V5Y 2C4

Dear Spencer Izen:

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Health. Specifically, you are seeking records from the Medical Services Commission (MSC). Your request is for:

- *Final job description files for any employee who regularly performs a role or responsibility (1) in responding to a freedom of information request or (2) fulfilling the public body's records/information management needs, including if those job descriptions do not explicitly mention FOI requests or records/information management;*
- *Records confirming the appointment and responsibilities of sub divisional freedom of information (not privacy) or records management 'champions,' (i.e. an ambassador for records management or FOI within a particular unit, such as FOI Oversight Liaison Officers or Duty to Document Champions), if any. (If applicable roles exist, kindly include memorandums or directives, plans, and/or reports issued by those persons).*
- *Organizational charts that include records/information management personnel (or the relevant organizational charts if your public body does not have dedicated RM/IM personnel)*
- *Final training packages (i.e. presentation slides, etc.) and training implementation history files (e.g. reports of completion, etc.) for freedom of information and records/information management, including initial training specific to FOI analysts/coordinators, as applicable;*
- *Internal surveys and the results of surveys concerning records/information management and freedom of information; (Date Range for Record Search: From 1/1/2021 To 8/13/2024)*

.../2

Final job description records for the MSC administrator are provided to you in their entirety. This position regularly performs a role or responsibility related to freedom of information and records management. For the remainder of your request, the public body has advised the following:

- Records confirming the appointment and responsibilities of sub divisional freedom of information (not privacy) or records management 'champions,' (i.e. an ambassador for records management or FOI within a particular unit, such as FOI Oversight Liaison Officers or Duty to Document Champions), if any. **The BC Public Service Agency (PSA) holds records of appointments and responsibilities for MSC.**
- Organizational charts that include records/information management personnel (or the relevant organizational charts if your public body does not have dedicated RM/IM personnel). **There is no organizational chart for MSC.**
- Final training packages (i.e. presentation slides, etc.) and training implementation history files (e.g. reports of completion, etc.) for freedom of information and records/information management, including initial training specific to FOI analysts/coordinators, as applicable. **Please refer to your previous FOI request HTH-2024-40423, released to you on July 11, 2024.**
- Internal surveys and the results of surveys concerning records/information management and freedom of information; (Date Range for Record Search: From 1/1/2021 To 8/13/2024). **MSC does not have any internal surveys, but has advised that the BC Public Service Agency (PSA) may be a source for records related to internal surveys and results of surveys concerning records/information management and freedom of information**

Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of ten business days after release. To find out more about Open Information, please access the Open Information website at:

www.gov.bc.ca/openinformation

The records located in response to your request will be delivered through the BC Secure File Transfer Service. Separate emails will follow from the BC SFT Notification Service directing you how to set up an account and where to obtain your records. A guide for using the SFTS is enclosed for your convenience.

If you have any questions regarding your request, please contact Kelly Morita, the analyst assigned to your request, at 250 356-2030. This number can also be reached toll-free at 1 833 283-8200. Please provide the FOI request number, HTH-2024-41952, in any communications.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

kelly morita

Kelly Morita, FOI Specialist
Information Access Operations

Enclosures

BC Government Secure File Transfer Service

Information Access Operations Ad-Hoc User Guide

Returning Users

If you are a returning user, please use your existing username and password. Passwords expire after 90 days. You can update your password at anytime.

New Users

Your records are provided to you via the Secure File Transfer Service (SFTS). You will need to setup a User Account to access to the STFS site.

You must log in to your temporary SFTS account within 7 days. After 7 days, your temporary SFTS account will expire and will no longer be accessible. If you are no longer able to access your account or records, please contact the FOI Analyst identified in your Response Letter for assistance.

Email Communication

1. The first email has your Response Letter attached.
 - This email is from the FOI Analyst at Information Access Operations who processed your file.
 - If your records are password protected, the response letter will contain your **password to open your records**.
2. The second email is the *New Package is Waiting* notification email.
 - This email will be received at the same time as the third email.
 - A hyperlink to the SFTS is contained in this email.
3. The third email is the *New User Account for the BC Secure File Transfer Service*
 - This email is sent only to users who are required to setup a STFS User Account.
 - If you are an existing user and your account is still active, you will not receive this email.
 - This email contains the following:
 - a **Hyperlink** to the SFTS site
 - a **Username** to access the SFTS site
 - a **temporary Password** to access the SFTS site
 - If you are unable to locate this email, please check your junk/spam folder. It is from BC Secure File Transfer Notification Service <DONOTREPLY>@gov.bc.ca.

Accessing Your Records

1. Setup your SFTS account.
 - Click on the URL hyperlink provided in your third email.
 - You will be redirected to the SFTS site.
 - If you are not redirected to SFTS site, it is accessible at: filetransfer.gov.bc.ca.
2. Enter your *Username* and *Password*.

- These are provided in your third email.
3. Change your SFTS account password.
 - You will be required to do this as soon as you login.
 - Follow the instructions provided to you after you login to SFTS for the first time.
 - After you change your password, select "Finish." This will redirect you to your STFS Inbox.
 4. Your records are now accessible.
 - Records will be available in SFTS for 35 days.
 - You can download your records up to 5 times.
 - To download your records:
 - Click on the records package
 - Click on the *Download* button beside the file(s)
 - If your records are password protected, you will require a password to open the pdf document.
 - *The password to open the pdf is located in your first email's Response Letter.*
 - It is recommended that you download and save your records so you do not have to return to the SFTS each time to view.
 5. If your records are password protected, please consult your .pdf software's user manual on how to remove the password/encryption.
 6. If your records are contained within a zipped file, you may need to download a zip program onto your computer in order to open and extract the records. There are free zip programs available to download, such as 7-Zip for Windows, or BetterZip for Mac.

Troubleshooting

- If the hyperlink to the SFTS site does not open, try to access the site on a different web browser such as Chrome, or Firefox or Safari.
- Your temporary SFTS account expires after 7 days unless the account is logged into again or receives a new package. Your account will be deleted 7 days after it has been marked as expired. Once it is deleted, you will need to have a new ad-hoc account created - contact the FOI Analyst identified in the response letter.
- If you have forgotten your password but your account is still active:
 - You can use the "Request a password change" link on the Login page.
 - An email will be sent to you providing you the URL to confirm the password change.
 - Passwords expire after 90 days.
- If you encounter technical issues, please call the technical support line at 250-387-7000 and select option 3. You will need to advise the representative that you are requesting assistance as an ad-hoc user of the BC Secure File Transfer Service.

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.



File: 292-30/HTH-2024-41952
Your File: FOI 350

September 25, 2024

Sent via email: AccessRequestFrom@fipa.bc.ca

Spencer Izen
B.C. Freedom of Information & Privacy Association
191 West 20th Avenue
Vancouver , BC V5Y 2C4

Dear Spencer Izen:

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Health. Specifically, you are seeking records from the Medical Services Commission (MSC). Your request is for:

- *Final job description files for any employee who regularly performs a role or responsibility (1) in responding to a freedom of information request or (2) fulfilling the public body's records/information management needs, including if those job descriptions do not explicitly mention FOI requests or records/information management;*
- *Records confirming the appointment and responsibilities of sub divisional freedom of information (not privacy) or records management 'champions,' (i.e. an ambassador for records management or FOI within a particular unit, such as FOI Oversight Liaison Officers or Duty to Document Champions), if any. (If applicable roles exist, kindly include memorandums or directives, plans, and/or reports issued by those persons).*
- *Organizational charts that include records/information management personnel (or the relevant organizational charts if your public body does not have dedicated RM/IM personnel)*
- *Final training packages (i.e. presentation slides, etc.) and training implementation history files (e.g. reports of completion, etc.) for freedom of information and records/information management, including initial training specific to FOI analysts/coordinators, as applicable;*
- *Internal surveys and the results of surveys concerning records/information management and freedom of information; (Date Range for Record Search: From 1/1/2021 To 8/13/2024)*

.../2

Final job description records for the MSC administrator are provided to you in their entirety. This position regularly performs a role or responsibility related to freedom of information and records management. For the remainder of your request, the public body has advised the following:

- Records confirming the appointment and responsibilities of sub divisional freedom of information (not privacy) or records management 'champions,' (i.e. an ambassador for records management or FOI within a particular unit, such as FOI Oversight Liaison Officers or Duty to Document Champions), if any. **The BC Public Service Agency (PSA) holds records of appointments and responsibilities for MSC.**
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- Internal surveys and the results of surveys concerning records/information management and freedom of information; (Date Range for Record Search: From 1/1/2021 To 8/13/2024). **MSC does not have any internal surveys, but has advised that the BC Public Service Agency (PSA) may be a source for records related to internal surveys and results of surveys concerning records/information management and freedom of information**

Your file is now closed.

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If you have any questions regarding your request, please contact Kelly Morita, the analyst assigned to your request, at 250 356-2030. This number can also be reached toll-free at 1 833 283-8200. Please provide the FOI request number, HTH-2024-41952, in any communications.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

kelly morita

Kelly Morita, FOI Specialist
Information Access Operations

Enclosures

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 - Click on the URL hyperlink provided in your third email.
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2. Enter your *Username* and *Password*.

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3. Change your SFTS account password.
 - You will be required to do this as soon as you login.
 - Follow the instructions provided to you after you login to SFTS for the first time.
 - After you change your password, select "Finish." This will redirect you to your STFS Inbox.
 4. Your records are now accessible.
 - Records will be available in SFTS for 35 days.
 - You can download your records up to 5 times.
 - To download your records:
 - Click on the records package
 - Click on the *Download* button beside the file(s)
 - If your records are password protected, you will require a password to open the pdf document.
 - *The password to open the pdf is located in your first email's Response Letter.*
 - It is recommended that you download and save your records so you do not have to return to the SFTS each time to view.
 5. If your records are password protected, please consult your .pdf software's user manual on how to remove the password/encryption.
 6. If your records are contained within a zipped file, you may need to download a zip program onto your computer in order to open and extract the records. There are free zip programs available to download, such as 7-Zip for Windows, or BetterZip for Mac.

Troubleshooting

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- If you have forgotten your password but your account is still active:
 - You can use the "Request a password change" link on the Login page.
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<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.



File: 292-30/HTH-2024-42013

September 25, 2024

Sent via email: AccessRequestFrom@fipa.bc.ca

Spencer Izen
B.C. Freedom of Information & Privacy Association
191 West 20th Avenue
Vancouver, BC V5Y 2C4

Dear Spencer Izen:

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Health. Your request is for:

- *"Documenting government decisions" policy instruments (where "instrument" has the same meaning as in TBD 1/23);*
- *Final Requests for Proposals concerning records management/freedom of information (not privacy);*
- *Contracts and statements of work for consultant services for freedom of information/records management work;*
- *Case management procedures (i.e. how analysts are assigned, what data is to be logged, how to notify program areas, etc.) for freedom of information requests;*
- *Copies of any plans or assessments done in preparation for the application of the Information Management Act (e.g. Readiness Assessments for the provision relating to document government decisions) (Date Range for Record Search: From 1/1/2021 To 8/21/2024)*

Although a thorough search was conducted, no records were located in response to your request. The Ministry did not locate records as no contracts, assessments or policy instruments have been developed by the Medical Services Commission in relation to FOI/Information Management.

As you have directed an identically worded request to multiple government ministries, please wait until every request is closed before considering government's response to be complete.

This file, HTH-2024-42013, is now closed.

.../2

Your file is now closed.

If you have any questions regarding your request, please contact Nina MacKenzie, the analyst assigned to your request, at 778-698-3137. This number can also be reached toll-free at 1 833 283-8200. Please provide the FOI request number, found at the top right of the first page of this letter, in any communications.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Nina MacKenzie', with a stylized, cursive script.

Nina MacKenzie, Team Lead
Information Access Operations

Enclosure

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250 387-5629 Fax 250 387 1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.