

What is Personal Health Information?

Personal Health Information includes information about your health status, health history, health card number, eligibility for health-care services and care needs that includes identifying information about you, such as your name.

Protecting Your Personal Health Information

Ontario's health privacy law requires anyone providing health services to protect a patient's personal health information. This means that the Erie St. Clair CCAC is obligated to tell you what we do with your information and, in certain situations, ask your permission before we get it, use it or give it out.

A health care organization such as the Erie St. Clair CCAC is only allowed to collect personal information that is necessary to provide care. We are also required to ensure that any personal health information is kept private and secure.

The Erie St. Clair CCAC utilizes secure electronic sharing systems to facilitate the government's goal of providing Canadians with an electronic health record. This will improve patient safety, reduce wait times, avoid duplicate testing and enhance timely access to your health information by your health care providers. Your information will be stored securely on shared health information databases, accessible only by your authorized health care providers. For more information on these secure electronic systems, please visit our website or speak with your care coordinator.

Contact Us

If you have any questions about how we handle your personal health information, please contact your Care Coordinator.

You may also raise any questions or concerns about privacy rights with our Privacy Officer at 1-888-310-8881 ext. 7327.

If you have a specific complaint, and our Privacy Officer cannot resolve your concerns, you may wish to contact the Ontario Information and Privacy Commission at 416-326-3333 or 1-800-387-0073 or via their web site: <http://www.ipc.on.ca>

Should you require this pamphlet or any CCAC materials or communications support in an accessible format or if you'd like to provide us with feedback, we'd like to hear from you.

Please present your questions, comments or requests to the Erie St. Clair CCAC in person, or by using the below contact information.



Your Privacy

at the Erie St. Clair
Community Care Access Centre



Phone: 310-2222 (no area code required)

TTY: 519-258-8092

Email: engagement@esc.ccac-ont.ca

<http://healthcareathome.ca/eriestclair>

<http://www.eriestclairhealthline.ca>



How to Restrict or Withdraw Your Consent

As an Erie St. Clair CCAC patient, you have the right to restrict or withdraw your consent at any time. You should let us know if you do not wish for us to use or share your personal health information with certain health care providers. However, please note that this may make it difficult for us to provide you with the health care that you require. When we share your information with other health care providers, we are required to tell them when we think the information is inaccurate or incomplete, including when we think the missing information could affect the care you receive.

Implied Consent

When you receive health care from the Erie St. Clair CCAC, we assume that we have your permission to collect, use and share your personal health information among your health care providers. These health care providers have the same legal obligations to keep your personal health information private and secure.

In order to provide you with health care services, we share your personal health information with:

- our contracted service providers (such as nurses, personal support workers, etc.);
- other external health care providers that assist in providing your care (such as hospitals, physicians, nurse practitioners, long-term care homes, etc.); and
- authorized CCAC staff.

The Erie St. Clair CCAC may make your information available to other health care providers through various communication channels such as by telephone, fax or secure electronic sharing systems.

Express Consent

The Erie St. Clair CCAC cannot always assume that we have your permission to share your personal health information. For example, except where the law allows otherwise, we must ask for permission to give your personal health information to:

- people who do not provide you with health care, like a family member who does not have the legal authority to act for you, a friend or an insurance company; or
- health care professionals or providers who are not involved in your care.

When Your Consent is Not Required

We use and share your personal health information without consent for the following reasons:

- to process payments through government programs like the Ontario Health Insurance Plan (OHIP)
- to plan, administer and manage our internal operations
- for quality improvement activities
- for risk management purposes
- to comply with legal and regulatory requirements;
- for research purposes (as long as strict privacy requirements are met)
- for education and training purposes
- to fulfill other purposes permitted or required by law

Some laws permit the Erie St. Clair CCAC to disclose certain information without your permission. For instance, we may share your information in an emergency situation.

Your Rights and Choices

You, or someone who can make decisions about your personal care, have the right to:

- receive a copy of your personal health information;
- ask us to make corrections to your record if there is inaccurate or incomplete information;
- ask us not to give out your personal health information to other health care providers (unless required or permitted by law);
- ask us not to contact you to participate in a satisfaction survey to help us improve patient care; and
- be notified if your personal health information is stolen, lost or improperly accessed.

There are certain limited exceptions to these rights - please contact us if you have any questions.

