

Patient Privacy at the HNHB LHIN

We are subject to the requirements of the [Personal Health Information Protection Act, 2004 \(PHIPA\)](#), which mandates the protection of the privacy of your personal health information.

We are committed to the principles set out in this legislation, which requires that we safeguard and protect your information. As part of our commitment, we believe that our patients should know what personal health information we collect, how we use it, how we protect it, and how to contact us.

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.

YOUR PRIVACY RIGHTS

You have the right to know how we collect your information

We collect, use and share personal and health information with other health-care providers involved in your care, for the provision of in-home health and support services, in-school support services and to facilitate placement in a long-term care home.

These activities will only take place with your consent. In some cases, we rely on your implied consent. Implied consent means that when you seek health care from us, we assume that we have your permission to collect, use and share your personal health information with the other health-care providers that will be involved in your care. To provide you with these services, we share information with:

- our contracted service providers that provide health care, equipment and supplies;
- other health partners that assist in providing health care (such as hospitals or long-term care homes);
- our authorized staff; and
- sharing with health care partners through regional & provincial systems.

In addition, we may use your information in order to:

- monitor quality of services that you are receiving;
- educate our staff; and
- plan and evaluate services.

As our patient, you have the right to restrict or to withdraw this permission at any time by contacting your Care Coordinator.

PRIVACY PRINCIPLES

We adhere to the 10 internationally accepted privacy principles that guide us in safeguarding personal health information.

1. Accountability

We have assigned an individual to serve as Privacy Officer and has privacy policies and procedures in place.

2. Identifying Purposes

We ensure that individuals know the purpose for which personal information is required prior to collection, use, or disclosure of the information.

3. Consent

Consent is sought and obtained for the collection, use, or disclosure of any personal health information as required under legislation.

4. Limiting Collection

The collection of personal health information shall be limited to that which is necessary for the purposes identified by us. Information shall be collected by fair and lawful means.

5. Limiting Use, Disclosure and Retention

Personal health information will not be used or disclosed for other than those purposes for which it was collected without the consent of the individual or as required by law. Personal health information shall be retained only as long as necessary for the purpose.

6. Accuracy

We will ensure that personal health information is as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used. Individuals have the right to request to have inaccurate information corrected.

7. Safeguards

Appropriate security controls, for both technology and staff, are in place and maintained to ensure there is no unauthorized use or disclosure of personal information.

8. Openness

We will readily make available to individuals the policies and procedures that support our commitment to privacy.

9. Individual Access

We has a process for individuals, upon request, to access their personal health information and to challenge its accuracy.

10. Challenging Compliance

An individual may challenge compliance to these principles through our Privacy Officer.