



COORDINATED CARE PLANNING INDIVIDUAL INFORMATION SHEET

What is Health Links?

A Health Link is a local health care network consisting of individuals, caregivers, health care providers and community support agencies who are committed to working better together to improve the health outcomes for individuals with complex health care needs.

Through enhanced collaboration among Health Link partners, individuals with complex health care needs, along with their health care providers, will develop individual care plans that more effectively meet their goals and ensure smoother transitions between care providers.

What is a Coordinated Care Plan?

A Coordinated Care Plan is a written or electronic plan that is created and maintained by the individual and his or her family, the health Care Team including physician and nurse practitioner consultants where appropriate and community services. It outlines the individual's short and long-term needs, recovery goals, and coordination requirements and it identifies who is responsible for each part of the plan. (e.g. the primary care provider, Care Team, individual, etc.).

How will this benefit me?

When you have a Coordinated Care Plan, your journey through the health care system will be improved through more effective communication with your health care providers and more involvement in decision making. By having a Coordinated Care Plan, you will benefit by not having to continuously repeat your health story or answer the same questions every time you require care.

Consenting to a Coordinated Care Plan

In order to develop a Coordinated Care Plan, you will be asked to sign a consent form which will allow your caregivers, health care providers and community services providers to communicate and collaborate regarding your care. Those individuals and/or organizations involved in your care that are chosen by you will be able to collect, use and share your personal health information.

Protecting Your Privacy

Your personal health information is important to us. Any personal health information collected through this process will be held in confidence by the participating organizations and maintained securely in accordance with the *Personal Health Information Protection Act* (PHIPA).

Please see page 2 for Frequently Asked Questions related to your privacy.

Talk with your health care provider to determine if coordinated care planning is right for you.

**For more information about Health Links call:
1 (888) 533-2222**



FREQUENTLY ASKED QUESTIONS RELATED TO YOUR PRIVACY

What personal health information is

- Information about your health history and current health status, for example diagnoses, treatments and prescribed medications.

Why Care Team members need to collect, use and share your personal health information

- To make sure you get the care you need, when and where you need it.
- To make sure they have up-to-date and relevant information about you when they need it.

How Care Team members will collect your personal health information

- Directly from you or from a person who is legally allowed to act on your behalf.
- From providers involved with your health care (who are not on your Care Team) but only with your consent, or as the law permits.*

What Care Team members do with your personal health information

- Assess what services you need, create a coordinated care plan to deliver those services and evaluate the impact of them.
- Share it with other health care providers (outside your Care Team) who may need the information to care for you in the future*
- Your information will not be used for any other purpose without your consent (unless the law permits it).

Who has access to your Coordinated Care Plan

- Members of your chosen Care Team.
- Providers (outside of your Care Team) who may need the information to care for you in the future.
- You!

How Care Team members protect your personal health information

- You (with the support of other Care Team members as needed) will explain to the friends and family members on your Care Team what information they can share with others and what information they should keep to themselves.
- Other members of your Care Team will follow Ontario's privacy laws and the Health Link's privacy guidelines.

What happens if your personal health information is lost, stolen or inappropriately viewed or shared

- You will be contacted as soon as possible.

What you should do if you have a concern about privacy or the way information has been handled

- Contact your Lead Care Coordinator and share your concerns.

**This may include the collection of information from local, regional or provincial repositories of shared electronic health records that a Care Team member has access to.*