



## 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

Protecting your privacy and health information is important to us. Ontario has a health privacy law that requires anyone, that provides you with health or community services, to protect your personal health information including information your Health Links Care Team may have about you.

The law also gives you the right to see your information, ask us not to share it and for it to be changed or corrected, if you think there is an error or something inaccurate in your record.

**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 IS PERSONAL HEALTH INFORMATION?

- Personal health information is any information, in oral or recorded form that can identify you, your substitute- decision-maker, and your healthcare providers. It includes your health card number, yours and your family's health history including assessments, diagnosis, treatments and medications, care plans or records

### WHO WILL ACCESS YOUR PERSONAL HEALTH INFORMATION?

- You
- Family, friends, your doctor, health care organizations, community and social service agencies and others **you choose** to be part of your Care Team
- The law allows health care providers outside of your Care Team members to access your personal health information if they need it to provide you with care now or in the future
- The law allows your information to be collected from and kept in local, regional or provincial repositories of shared electronic health records.
- The law also allows information from your Coordinated Care Plan to be shared with provincial funders and partners for evaluating the care and the services you are receiving

### WHY DO YOUR CARE TEAM MEMBERS NEED YOUR PERSONAL HEALTH INFORMATION?

- To evaluate what services you may need
- To make sure they have up-to-date and relevant information about you when developing a care plan with you
- To make sure you get the right care when and where you need it.

### HOW WILL YOUR CARE TEAM MEMBER COLLECT YOUR PERSONAL HEALTH INFORMATION

- Directly from you or from a person who is legally allowed to make decisions for you
- From providers involved with your health care (who are not on your Health Links Care Team) but only with your consent, or as allowed by law.
- The law allows your Care Team to collect relevant information about you from local, regional or provincial repositories of shared electronic health records to build your Care Plan

### HOW WILL MY PERSONAL HEALTH INFORMATION BE PROTECTED

- Members of your Care Team will follow Ontario's privacy laws, their privacy and security policies and the Health Links agreements and privacy guidelines.
- You can explain to friends and family members on your Care Team what information they can share with others and what information you prefer they keep to themselves.

### 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.
- You can also contact the office of the Information and Privacy Commissioner of Ontario who is responsible for making sure privacy law is followed in Ontario

### Information and Privacy Commissioner/Ontario

2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8

Telephone: 416 326 3333 or 1 800 387 0073

Facsimile: 416 325 9195

TTY: 416 325 7539

Website: [www.ipc.on.ca](http://www.ipc.on.ca); Email address: [info@ipc.on.ca](mailto:info@ipc.on.ca)