

# Statement of Information Practices

## Collection of Personal Health Information

The Waterloo Wellington Local Health Integration Network (WWLHIN) is a “health information custodian” for the purposes of the Personal Health Information Protection Act, 2004 (PHIPA). In accordance with PHIPA we collect personal health information (PHI) about you directly from you or the person acting on your behalf. The PHI that we collect may be in various forms and may include, for example, your name, date of birth, address, personal health history. Occasionally we collect Personal Health Information about you from other sources, if we have obtained consent to do so or if the law permits.

## How is my Personal Health Information Used and Disclosed?

We use and disclose your PHI to:

- Provide health support and services based on your needs
- Make sure your providers have the most up-to-date and complete record of your health history and needs
- Notify you of an appointment or change to an appointment
- Conduct quality activities and patient satisfaction surveys
- Plan, administer and evaluate programs or services
- Complete statistics
- Comply with legal and regulatory requirements
- Fulfil other purposes permitted or required by law
- Facilitate the federal and provincial government goals of providing Canadians with an Electronic Health Record (EMR)

## What are My Rights as a Patient?

You may withdraw your consent for the following uses:

- Patient satisfaction surveys
- Some Federal/Provincial Electronic Health Records
- The disclosure of your PHI to other health care providers who provide health services

You may request to access and correct your personal health records. Please contact the WWLHIN Privacy Office for more information on accessing, correcting, or withdrawing your consent.

### **Who do I Contact for more information about my Rights as a Patient?**

For more information about WWLHINs privacy practices or to raise a concern you have with our practices, please contact us: **WWLHIN Privacy Officer** Tel: 1-888-883-3313 extension 5405  
Email: [privacy.ss@lhins.on.ca](mailto:privacy.ss@lhins.on.ca)

You have the right to contact the Information and Privacy Commissioner of Ontario if you think we have violated your rights. **Information and Privacy Commissioner** Tel: 416-326-3333 or 1-800-387-0073 Fax: 416-325-9195 Website: [www.ipc.on.ca](http://www.ipc.on.ca)