

Protecting the Privacy of Your Personal Health Information

Hands TheFamilyHelpNetwork.ca, in accordance with the Personal Health Information Protection Act of Ontario Nov. 2004, recognizes the importance of the privacy of your personal health information, and is committed to respecting, safeguarding and protecting your personal health information.

COLLECTION OF YOUR PERSONAL HEALTH INFORMATION

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include health history and records of your health care. When we have your consent, or the law permits, we collect personal health information about you from other sources.

Before collecting personal health information from you, we will explain to you the purpose of collecting the information. We will only collect, use and disclose your personal health information with your expressed or implied consent, except where otherwise permitted or required by law.

USE AND DISCLOSURES OF PERSONAL HEALTH INFORMATION

This agency uses and discloses your personal health information to:

- treat and care for you in the community;
- plan, administer and manage our internal operations;
- conduct risk management activities;
- conduct quality improvement activities;
- teach;
- conduct research;
- compile statistics;
- comply with legal and regulatory requirements; and
- fulfill other purposes permitted or required by law.

SECURITY

Your personal health information is kept confidential and secure and used only by those directly involved in your care. We take steps to ensure that everyone who performs services for us protects your privacy and uses your personal health information only for the purposes you have consented to.

This agency has policies and procedure that outline:

- security practices to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal; and
- conducting audits and completing investigations to monitor and manage our privacy compliance.

YOUR ACCESS TO INFORMATION

You have a right to access and request corrections to your personal health information by contacting your clinician.

You may withdraw your consent for some of the above collections, uses and disclosures, subject to legal exceptions/restrictions and with reasonable notice, by contacting your clinician or treatment team.

HOW TO CONTACT US

If you have any questions, would like additional information, or have a concern about our privacy practices, you may contact your clinician or our appointed Privacy Information Officer in our North Bay site (705) 476-2293 ext. 1216; 1-800-668-8555 ext. 1216 or email bmartin@handstfhn.ca.

FOR MORE INFORMATION OR TO REPORT A PROBLEM

You also have the right to complain to the Information and Privacy Commissioner/Ontario and can be reached at:

Information and Privacy Commissioner of Ontario

2 Bloor Street East – Suite 1400
Toronto, ON M4W 1A8

Telephone: 1-800-387-0073

Fax: (416) 325-9195

E-mail: info@ipc.on.ca