

PRIVACY - IT IS EVERYONE'S BUSINESS!

Protecting Your Personal Health Information (PHI)

The *Personal Health Information Protection Act* ("PHIPA") is Ontario legislation that establishes legal requirements for the collection, use, disclosure and disposal of your personal health information ("PHI").

We have administrative, physical and technical security measures in place to protect your PHI from theft or loss and unauthorized access, use, disclosure and disposal.



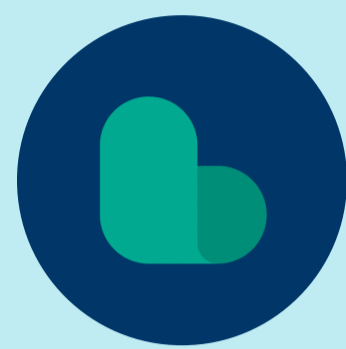
Your Rights & Choices

You have the right to:

- Ask us to view or receive a copy of your St. Joe's health record in paper or electronic form
- Ask us to correct your St. Joe's health record if you feel it is inaccurate or incomplete
- Let us know if you do not want us to share some or all of your PHI with other hospitals or care providers
- Receive notification if your information is lost, stolen, compromised or improperly used (*certain exceptions apply to this right*)
- Know who has accessed your personal health information
- Submit a formal complaint to the Privacy Office and to the Information and Privacy Commissioner of Ontario ("IPC")



Ways We May Use or Share Your Information



We share your information with health-care providers and trainees who are involved in your care. This may include providers who do not work at St. Joe's.

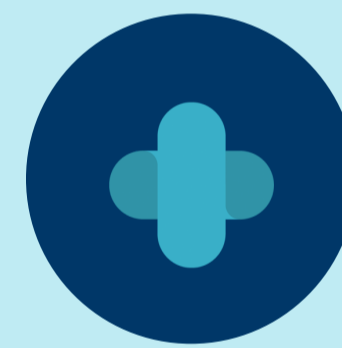
The information that is shared may include access to your electronic health record and/or use of electronic systems that are shared and accessible by other healthcare organizations. These systems securely share electronic information to provide timely and coordinated patient care.



We use and share your information to comply with laws. Privacy legislation requires and permits us to provide your information to others, including but not limited to the Ministry of Health, provincial and federal registries, medical officers of health to report communicable diseases, WSIB and Coroner



To connect you with a member of the clergy of your faith group while in hospital, unless you ask us not to (see "Opting-Out" below).



For planning (including patient satisfaction surveys - which you may opt-out of) and managing the health system.

The hospital's Foundation may use your name and mailing address to reach out to you for support, unless you tell us not to. As a public hospital, we rely on patient and community support for part of our funding.



Consent

When you come to the hospital for care or services, we assume we have your implied consent to collect, use and disclose your personal health information in order to provide care and for authorized purposes related to hospital operations and program management.

This means your information may also be shared between your care team both inside and outside of the hospital.

We will assume we have your implied consent, unless you tell us otherwise.

Your information will not be shared with non-healthcare providers without your express consent, unless required or permitted by law.



Research

As an academic and research hospital, we may use your personal health information to determine your eligibility for research studies through our Access Research program. If we think a particular St. Joe's study may be a good match for you, we may request that a member of our Research Institute team contact you to see if you're interested in learning more about the study.

We will obtain your consent before we disclose your information to researchers, unless consent requirements have been waived by a Research Ethics Board (Access Research Program) or unless you ask us not to contact you about research.

Your choice to participate in research will not affect your access to care at St. Joe's.

Contact Information & Opting-Out

SJHH Privacy Office

If you have any questions or concerns about our privacy practices, please contact our Privacy Office by email at privacy@stjoes.ca. You may also visit our website: [Privacy at St. Joe's - St. Joseph's Healthcare Hamilton \(stjoes.ca\)](http://Privacy at St. Joe's - St. Joseph's Healthcare Hamilton (stjoes.ca))

Information & Privacy Commissioner of Ontario

For more information on your privacy rights or if you are not able to resolve a problem with St. Joe's, you may contact the Information & Privacy Commissioner of Ontario at 1(800)387-0073 or online at www.ipc.on.ca.

Opting-Out

Clergy: If you do not want your name or room location provided to a member of the clergy of your faith group, please advise a member of your care team.

Visitors & Callers: If you do not want the hospital to provide information about you (i.e. your location in the hospital or your general health condition), please advise our staff during your registration.

Fundraising & Patient Satisfaction Surveys: If you wish to opt-out of patient satisfaction surveys or Foundation solicitations, please contact the Privacy Office at privacy@stjoes.ca

