

PRIVACY - IT IS EVERYONE'S BUSINESS!

Protecting Your Personal Health Information (PHI)

The Personal Health Information Protection Act (PHIPA) is consent-based 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 personal health information from theft or loss and as well as unauthorized access, copying, modification, use, disclosure and disposal. We conduct audits and perform investigations to monitor and manage our privacy compliance.

Who Can Use and See Your Personal Health Information?

You or a person who can legally make decisions for you about your personal health information. Your PHI is shared amongst your doctors, nurses, residents and all other members of your healthcare team. We collect, use and share your PHI with others as necessary to:

- Provide you with healthcare, both within and outside the hospital
- Communicate or consult about your healthcare with your doctor(s) and other health care providers
- Receive payment for your healthcare and hospital services, including OHIP, WSIB and private insurance
- For planning and researching the health system
- Reporting as required or permitted by law

Consent

When you present to the hospital for service, we operate under your implied consent; that is by coming to the hospital, you have consented to the collection, use and disclosure of your personal health information by and among your healthcare providers in support of providing you with the best care possible. You may withdraw or limit your consent in writing and we will

immediately stop the collection, use and disclosure of your information. However, please note that this may have treatment implications and is not retrospective.

Your Rights and Choices

You or your authorized representative who can make decisions about your PHI have the right to:

- See and get a copy of your personal health information or hospital record.
 - Ask us to make corrections to inaccurate or incomplete PHI
 - Ask us to not share your PHI with other healthcare providers unless we are permitted or required by law to do so
 - Be told if your PHI is lost, stolen, compromised or improperly accessed
- *There are certain exceptions to these rights*

Visitors and Callers

Visitors or callers may be told general information about you, such as your location in the hospital and your general health condition, unless you tell us not to provide such information.

Clergy

If you provide us information regarding your faith group affiliation, parish, or congregation, we may give your name and room location to a member of the clergy of your faith group, unless you tell us not to provide that information.

Fundraising

St. Joseph's Healthcare relies on patient and community support for part of our funding. We or the hospital's Foundation may use your name and contact information to ask you for support, unless you tell us not to do so.

Research, Education and Planning

As an academic and research hospital subject to PHIPA, we may use your PHI to support our educational, planning, and hospital operations and we may be required to disclose your PHI to prescribed entities for

health system planning and management. We have safeguards in place to protect your privacy and limit the use and disclosure of your PHI. We may also use your PHI to determine your eligibility for research studies. When we think a particular St. Joe's research study may be a good match for you, we may request that authorized Research Institute personnel contact you to see if you are interested in learning more about a particular study. We will obtain your consent before we disclose your PHI to researchers, unless consent requirements have been waived by a Research Ethics Board. You have the right to request that we not use your PHI to contact you about research and your choice will not affect your care.

Electronic Health Record

The federal and provincial governments have established a goal of providing Canadians and their healthcare providers with digital access to health information to improve access to and quality of healthcare. Subject to any of your limitations on consent, we may make your health information available electronically to other authorized healthcare providers within your circle of care. All health information custodians have an obligation to securely transmit and store your health information, and to take steps to ensure access, use and disclosure is authorized and appropriate.

If you have any questions or concerns about our privacy practices, please contact:
Chief Privacy Officer
(905) 522-1155, ext 35088 or
privacy@stjoes.ca.
Please visit: www.stjoes.ca/privacy

For more information on your privacy rights or if you are not able to resolve a problem with St. Joseph's Healthcare, you may contact:

**Information & Privacy
Commissioner of Ontario**
1(800) 387-0073 or by visiting
<https://www.ipc.on.ca/>