

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Beginning on January 1, 2012, Ontario hospitals, including the Temiskaming Hospital, are covered by the [*Freedom of Information and Protection of Privacy Act*](#) (FIPPA or the “Act”). The introduction of FIPPA allows individuals greater access to any record or part of a record that came into the hospital’s custody or control after January 1, 2007 relating to: administrative and operation functions; financial considerations and decisions; and personal information. Temiskaming Hospital supports this legislation and is committed to accountability, transparency, and the public’s right to know.

The purpose of FIPPA is twofold:

- 1) to provide a right of access to information under the control of the hospital (**freedom of information**); and
- 2) to protect the privacy of individuals with respect to personal information about themselves in the custody and control of the hospital (**protection of privacy**).

An individual’s right of access to hospital records is provided in accordance with the following principles:

- (i) information should be made available to the public
- (ii) necessary exemptions from the right of access should be limited and specific
- (iii) decisions on whether to provide access may be appealed to the Information and Privacy Commissioner (IPC)
- (iv) to protect the privacy of individuals with respect to personal information about themselves held by the hospital and to provide individuals with a right of access to that information.

Most records under the custody or control of the Hospital could be available for disclosure upon request. However, there are certain types of records which are excluded from the FIPPA (for example personal health information). There are also other records that are exempt from disclosure in order to protect personal privacy, Hospital operations, public concerns, or other interests.

Please note: Access to **personal health information**, such as in a patient’s medical chart, is not available under FIPPA. The *Personal Health Information Protection Act* (PHIPA) applies to a patient’s medical information and the hospital protects medical information in accordance with PHIPA. If you wish to make a request for personal health information please contact Health Records at 705-647-8121.

REQUEST FOR ACCESS TO INFORMATION OR CORRECTION OF PERSONAL INFORMATION

Requests can be made in writing, or by using the [Temiskaming Hospital FOI Request Form](#). Although you are not required to use the provided form, we recommend that you do so to ensure your request is processed as quickly as possible. The following criteria are required for a complete request:

1. The letter or request form must be addressed to the Temiskaming Hospital Freedom of Information and Privacy Coordinator
2. The request must provide sufficient detail to ensure clarity of what is being requested
3. The letter or form must be dated and signed by the requester
4. A \$5.00 application fee must accompany the request, made payable to the Temiskaming Hospital

You may use the Temiskaming Hospital Records Request Form for the following:

- To make a request to access general records of the hospital
- To request personal information about yourself
- To request a correction to your personal information

[Download form here](#)

Completed forms should be sent to:

Freedom of Information and Privacy Coordinator

Temiskaming Hospital
421 Shepherdson Road Box 4040
New Liskeard, ON P0P 1P0

Please note a \$5 application fee is required for all requests. Cash payments must be made in person. Make cheques payable to the Temiskaming Hospital.

Fees

The Hospital is permitted to charge certain fees in connection with responding to an FOI request. [Section 57\(1\) of FIPPA](#) outlines those costs incurred by the Hospital that can be charged to the requester as fees, namely:

- a. The costs of every hour of manual search required to locate a record;
- b. The costs of preparing the record for disclosure;
- c. Computer and other costs incurred in locating, retrieving, processing and copying a record;

- d. Shipping costs; and
- e. Any other costs incurred in responding to a request for access to a record.

[Download fee schedule here](#)

Contact Info:

Freedom of Information and Privacy Coordinator

Temiskaming Hospital
421 Shepherdson Road Box 4040
New Liskeard, ON P0P 1P0
Tel: 705-647-8121 x 2258
Fax: 705-647-5800
Email: privacy@temiskaming-hospital.com

APPEALS

You may appeal the Hospital's decision to the [Ontario's Information and Privacy Commissioner](#) within 30 days after the receipt of the decision letter. Make your appeal by writing to:

Information and Privacy Commissioner
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8

Provide the Commissioner's office with:

- Your name, address and telephone number.
- The Access Request Number (case file #) assigned to your request.
- A copy of the original request for information that was sent to Temiskaming Hospital.
- The reasons for your appeal.

The appeal must be accompanied by the appropriate fee. Fees vary according to the nature of the request being appealed as follows:

- \$25, if the person appealing has made a request for access to a general record under subsection 24 (1) of the Act.
- \$10, if the person appealing has made a request for access to personal information under subsection 48 (1) of the Act.

If you have any questions about the access or appeal process, please do not hesitate to contact Temiskaming Hospital's FOI and Privacy Office.

DIRECTORY OF RECORDS AND PERSONAL INFORMATION BANKS

[Temiskaming Hospital Directory of Records](#)
[Personal Information Banks](#)

PROACTIVE DISCLOSURE

Temiskaming Hospital is committed to providing transparent health care to our community. As such the Hospital proactively discloses large amounts of information available to the public on the [Hospital's website](#).

LINKS

[Information and Privacy Commissioner of Ontario IPC](#)
[Freedom of Information and Protection of Privacy Act](#) - FIPPA
[Personal Health Information Protection Act](#) - PHIPA
[Ministry of Government Services](#) – Access and Privacy Office