

## Our Commitment to Privacy

At Temiskaming Hospital we recognize that the health information of our patients deserves to be treated with respect and sensitivity in accordance with the Personal Health Information Protection Act (PHIPA, 2004) and all other applicable privacy legislation.

The Personal Health Information Protection Act (PHIPA) is consent-based legislation which establishes legal requirements for the collection, use, access, disclosure and disposal of your personal health information. We have administrative, physical and technical security measures in place to protect your Personal Health Information from theft, loss, unauthorized use, access, transfer, copying, modification, disclosure and disposal. We conduct privacy audits and have breach management policies in place to monitor and manage our PHI privacy compliance.

## Collection of Personal Health Information

We collect personal health information about you directly from you, or from the individual who can legally make decisions for you about your personal health information.

The personal health information we collect may include your name, date of birth, address, contact information, medical history, and records of the care you received during prior visits to Temiskaming Hospital or other hospitals & clinics within the North Eastern Ontario Network.

## Use and Disclosure of Personal Health Information (PHI)

Access to your personal health information is available to those who 'need to know' to provide care and treatment to you. This includes: professional staff, nurses, technicians, therapists, discharge planners and all other members of your healthcare team. We collect, use and disclose your PHI as necessary to:

- Treat and care for you, (inside and outside of Temiskaming Hospital sites, for example: when you are transferred to another facility)
- Communicate or consult about your healthcare with your doctor(s) and your other healthcare providers
- Obtain payment for your healthcare and hospital services, including OHIP, WSIB and your private insurance
- Plan, administer and manage our hospital business operations
- Conduct risk management and research activities
- Teach
- Compile statistics
- Comply with legal and regulatory requirements
- Fulfill other purposes as required by law.

**Your family physician** is considered an important member of your healthcare team. If you are receiving care at our hospital, a copy of your treatment record and/or diagnostic test results will be forwarded to your family physician **unless you tell us not to provide this information.**

## Electronic Health Records (EHR's)

Conversion from hard copy to electronic records improves access to and coordination of your care, enhances patient safety, reduces wait times, avoids duplicate testing and provides timely access to your health information by your healthcare team.

Your electronic health record information is stored securely on shared patient health information databases for access by authorized individuals.

## Our Safeguards

Maintaining the confidentiality of your personal information is very important to us.

Temiskaming Hospital employs security measures, policies, procedures, and technology is in place to ensure your personal information is secure and accessed only by authorized individuals.

All Temiskaming Hospital personnel: physicians; staff; volunteers; students and other agents of the hospital must follow the hospital's privacy and confidentiality policies and procedures.

## Privacy and Confidentiality Training

The hospital conducts privacy training, education and orientation sessions for professional staff, staff, volunteers and students.

These sessions:

- Provide guidance and interpretation regarding the Personal Health Information Protection Act, 2004 (PHIPA);
- Explain our hospital's privacy policies;
- Present practical tips for handling common situations involving access, use and disclosure of personal health information;
- Answer questions about privacy and patient confidentiality issues.

In addition, online access to privacy training and resources are provided for staff.

## Your Rights and Choices

You, or a person who can legally make decisions about your PHI, have the right to:

- View and get copies of your personal health information or hospital medical records.
- Request corrections to inaccurate or incomplete PHI.
- Ask us not to share your PHI with other healthcare providers unless permitted or required by law.
- Be informed if your PHI is lost, stolen, missing or improperly accessed or disclosed
- Contact the Information and Privacy Commission of Ontario if you have concerns about the PHI.

**Some exceptions apply to these rights.**

## **Family and Friends**

Your family and friends may be given general information about you, such as your location in the hospital and your general health condition, unless you tell us not to provide this information.

## **Spiritual and Religious Visits**

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

## **Fundraising**

Temiskaming Hospital relies on patient and community support for part of our funding. We, the Temiskaming Foundation or the CAT Scan Foundation, may use your name and address and contact you for support, unless you tell us not to provide this information.

## **How to Contact the Privacy Coordinator**

705-647-1088 ext. 2518  
acampsall@temiskaming-hospital.com

## **How to Contact the Information and Privacy Commissioner of Ontario**

Information and Privacy Commissioner of Ontario 2  
Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8  
Telephone: 1-800-387-0073