

PHI

UNDERSTANDING YOUR PRIVACY @

BLACK HEALTH & SOCIAL SERVICES HUB PEEL



WE ARE COMMITTED TO PROTECTING THE CONFIDENTIALITY & PRIVACY OF YOUR PERSONAL HEALTH INFORMATION (PHI).

The Black Health & Social Services Hub maintains privacy in compliance with the Personal Health Information Protection Act 2004 (PHIPA), which establishes rules for the collection, use and disclosure of Personal Health Information (written as 'PHI' in the remainder of this document). As an individual who receives services with us, your (PHI) is collected and used in order to provide care, services and programs that suits your individual needs.

Our staff work as part of a team within a partnership and in the community. Health information may be shared with other health care service providers who need the information to provide care to you; including your family physician. Your PHI may also be shared with third parties that are not health care providers, which may require your express consent.

The following PHI may be collected as part of your health record:

- Demographics (e.g. Date of birth, address, email, telephone number, etc.)
- Health history and status (e.g. lab reports, medication information, diagnosis, doctors notes)
- Mental health history and status (e.g. needs assessments, forensic reports, session charting)
- Personal or family history



WE USE OR DISCLOSE YOUR PERSONAL HEALTH INFORMATION TO:

- Provide healthcare programs and/or services to you
- Seek consent where appropriate
- Assist other health care providers providing services to you
- Compile statistics, plan, evaluate and monitor our programs and services
- Manage risk and error & maintain or improve the quality of care
- Process, monitor, verify and reimburse claims for payment
- Train staff and/or representatives to provide care
- Conduct research which is subject to certain rules
- Comply with legal and regulatory requirements (Professional Licensing bodies)
- Respond to or initiate proceedings
- Process, monitor, verify and reimburse claims for payment (Health card billing etc.)
- Fulfill other purposes permitted or required by law



WITH YOUR CONSENT OR AS ALLOWED OR REQUIRED BY LAW, WE MAY SHARE YOUR INFORMATION WITH:

- Other health care services who provide care to you
- Research institute and/or external research
- Health regulatory agencies (for example, agencies that collect and analyze assessment)
- Public authorities as permitted and required by law (for example, Public Health to track infections)
- Government agencies (for example, the Workplace Safety and Insurance Board)
- Other Community Services (for example Children’s Aid Society, Education Institutions, Police, Ontario Disability Program, Ontario Works)
- Organizations requested by you



SAFEGUARDING YOUR INFORMATION

Information is secured in electronic health record systems. Each Hub partner maintains a record for the purpose of the care they directly provide. There are records shared across Hub partners if required for care (referrals, joint care, case management). **We also have:**

- Physical measures (such as locked filing cabinets);
- Operational measures (such as limiting access to a “need-to-know” basis and training requirements in place to maintain integrity and care), and;
- Technological measures (such as the use of passwords, access controls and audits).



WE RESPECT YOUR RIGHT TO:

1. Give, withhold, withdraw, and reinstate consent for the collection, use and disclosure of your PHI;
2. Access your PHI, for viewing or to make a copy
3. Request correction to your PHI
4. Inquire or complain about our privacy practices
5. Be told if your PHI is stolen, lost or improperly accessed



WITHHOLDING YOUR CONSENT

If you wish to withhold your consent to the sharing of your records, please speak with your service provider directly.



CONTACT US

If you have any additional questions about our privacy standards or for privacy related issues and concerns, please contact one of the following Privacy Officers:

Nancy Bratkovic (BratkovicN@cmhapeel.ca)
Tara Galitz (TaraG@lampchc.org)
Shane Joseph (Privacy@rootscs.org)



Further questions and concerns can be directed to the Office of the Information and Privacy Commissioner of Ontario at:

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
1-800-387-0073 / 416-325-7539 (TDD/TTY)
www.ipc.on.ca

Revised 0917