

General Privacy Compliance Statement

Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to St. Joseph's General Hospital Elliot Lake, St. Joseph's Manor, Oaks Centre and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you,
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others),
- plan, administer and manage our internal operations,
- conduct risk management activities,
- conduct quality improvement activities (such as sending patients satisfaction surveys),
- teach,
- conduct research,
- compile statistics,
- fundraise to improve our healthcare services and programs,
- comply with legal and regulatory requirements, and
- fulfil other purposes permitted or required by law.

Your Choices

You may access and correct your personal health records or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

Important Information

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure, and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protect your privacy and only use your personal health information for the purposes you have consented to.

How to Contact Us

Our privacy contact person is **Mona Viel**. For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at:

**70 Spine Road
Elliot Lake, Ontario
P5A 1X2
705-848-7182 ext. 2441
mviel@sigh.ca**

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:

**2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 416-326-3333/1-800-387-0073
Fax: 416-325-9195
TTY: 416-325-7539
Web site: www.ipc.on.ca**