

Privacy and Confidentiality Frequently Asked Questions (FAQ)

1. What is the Personal Health Information Protection Act?

The Personal Health Information Protection Act (PHIPA) is Ontario's health- specific privacy legislation. PHIPA governs the way personal health information may be collected, used, and disclosed within the health sector.

2. What is personal health information?

Personal health information is any verbal, written, or electronic information about you, your health or health care history.

This includes: Your name, Date of birth, Address, Phone number, OHIP Number, Tests, treatment and care information, Personal/family information you or your family/substitute decision maker have told your doctor or other people involved in your care.

3. What is my information used for?

St. Joseph's General Hospital (SJGH) will use your personal health information for the delivery of patient care, administration of the healthcare system, research, teaching, statistics, fundraising, and to meet legal and regulatory requirements.

4. Who can access my information?

Only SJGH healthcare workers involved in your care may access your information. SJGH staff are only permitted to access patient information on a need-to-know basis to fulfill their duties as an employee of SJGH.

5. Can my information be given to anyone else outside of SJGH?

Yes. SJGH is required to disclose patient information to other organizations such as but not limited to the Ministry of Health, Public Health, and The Canadian Institute for Health Information (CIHI). Information may also be shared with other physicians and healthcare professionals outside of SJGH who are involved in your treatment and care. SJGH has safeguards in place that are in accordance with the Personal Health Information Protection Act, when transmitting personal health information to other organizations.

6. Can I access my own health information?

SJGH respects your right to access your personal health information within its' custody and control. You can ask to look at your record(s) or request copies of your personal health information. A fee may apply. You can make a request by completing the Request for Access to Personal Health Information form **LISA can form name be set up as the**

link to access the form, for additional information please contact Medical Records at extension 2298.

7. Can I access the information of my family members?

No. SJGH will only release personal health information to the patient it belongs to or the patient's substitute decision maker (SDM). If you are requesting access to your dependent child's personal health information and you are the custodial parent, the information may be released to you.

8. Can I ask that my personal health information not be shared?

You may request that SJGH not share all or some of your information with certain people. For example: You can ask us not to share notes made by your social worker with your family physician. SJGH will do our best to apply your consent restrictions.

9. What if I do not agree with something in my health record?

If you believe that your personal health information is incomplete or inaccurate you may request that SJGH correct this information. You can make a request by completing the Correction to Medical Record form **LISA can form name be set up as the link to access the form**, for additional information please contact Medical Records at extension 2298.

10. Will my family and friends be able to call the hospital and get information about me?

SJGH will only disclose your personal health information to family and friends with your consent. As per PHIPA, SJGH may disclose the following general information about a patient, if the patient has not objected: Whether or not the person is a patient at the hospital, The patient's general health status (critical, stable), The patient's location in the hospital.

11. How does SJGH protect my information?

SJGH has administrative, physician and technical safeguards in place to protect your information. You may contact the Privacy Office if you have a specific question about our safeguards.

12. What do I do if I feel that my privacy has been breached?

If you feel that your privacy rights under PHIPA have been violated, you have the right to submit a complaint to SJGH's Privacy Officer, Mona Viel @ 705-848-7182 ext. 2441 or by email at mviel@sjgh.ca. All complaints will be handled in a confidential manner. The Privacy Officer will investigate your complaint and respond to you in an appropriate time frame. If you are not satisfied with the response from SJGH you have the right to submit a complaint to the Information and Privacy Commissioner/Ontario (IPC).