

How we protect your personal health information

- Random checks are completed regularly to ensure that your personal health information is only seen by people who need to provide care to you
- Your information will be protected with an appropriate set of safeguards: physical (e.g., locked doors), technical (e.g., passwords and encryption) and administrative (e.g., policies). Staff, physicians and volunteers are also requested to sign confidentiality agreements.
- We will look into any problems you may have with our privacy practices and take action to address your concerns
- Contact the Privacy Officer for more information about withdrawing or withholding your consent as it relates to your personal health information.

Your rights and choices

You or your substitute decision-maker have the right

- To see and get a copy of your personal health information or hospital record
- To ask us to make corrections to inaccurate or incomplete personal health information
- To ask us not to give out your personal health information to other health care providers—we will not give out this information unless permitted or required by law to do so
- To be told if your personal health information is stolen, lost or improperly accessed

Contact the Medical Records Department to make a request to access your personal health information or to make corrections (a fee may apply).

St. Joseph's General Hospital Contact Information

Privacy Officer

(705) 848-7181, ext. 2441

Medical Records Department

(705) 848-7181, ext. 2298

For more information contact:

The Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
(416) 326-3333 or 1 (800)387-0073
website: www.ipc.on.ca

Connecting Ontario

1-866-250-1554

www.connectingontario.ca

info@ehealthontario.on.ca



ST. JOSEPH'S
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ELLIOT LAKE

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P5A 1X2

Protection of Personal Health Information



St. Joseph's General Hospital

Our Commitment

To Your Privacy



(disponible en français)

At St. Joseph's General Hospital (SJGH) we are committed to protecting your privacy. When it comes to collecting, using and disclosing your personal health information, we follow the Personal Health Information Protection Act, 2004 (PHIPA), to make sure that your information is kept private, confidential and secure.

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
- 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

Why we collect your personal health information?

We collect information about you to ensure that you are identified accurately each time you visit SJGH. Information about the type of tests or procedures you have during your visit is also collected and included in your chart.

Personal Health Information that is collected is only available to hospital staff who are involved in your care either directly (such as physicians, nurses, technologists, technicians, therapists and other health professionals), or in a supporting role such as Registration, Health Records and Financial Services.

How we use your personal health information?

- To find your health record each time you visit SJGH.
- To help us give you the best possible care. This may include sharing your information with other health care facilities and providers involved in treating you.
- To provide effective teaching to health care professionals, administrators and students.
- To comply with legal and regulatory requirements. For example, we collect your health insurance number because it is required for the processing and funding of healthcare services.
- To support approved research projects.
- To raise money to improve our health care services and programs.
- To facilitate the provincial government's goal of providing all Ontarians with an electronic health record. As these systems are established, your SJGH information will be stored securely on shared health information databases, accessible only by your authorized health care provider(s).

When we disclose your personal health information

In some cases, we may disclose your personal health information when:

- A substitute decision-maker or Power of Attorney makes decisions on your behalf
- Required by law to agencies, such as the Children's Aid Society
- Required for billing, reporting statistics, and health care management purposes
- Requested by a third party, provided you have consented to the disclosure (you have the right to withdraw consent at any time, except when required by law).

SJGH may only disclose personal health information of a patient to a family member or friend if the patient or substitute decision-maker/Power of Attorney provides consent. The family member or friend may be asked to verify their identity when requesting health information of a patient.

We also disclose your personal information in the following ways. If you do not want this information to be disclosed please tell us.



Your information is disclosed for the purpose of:	If you do not want to be part of these programs
<p>Our patient directory Your name, location and general health status may be given out to persons who are asking for you by phone or in person.</p>	<p>Tell the registrar or your nurse that you do not wish this information to be given out and we will remove you from our directory. Once removed, we will not tell anyone that you are in the hospital when people ask about you.</p>
<p>Fundraising We share your name and mailing address with our Foundation so they can contact you about fundraising on behalf of SJGH.</p>	<p>Contact the Privacy Officer or Foundation at (705) 848-7181 ext 2143 and let us know if you do not want to be contacted by the Foundation.</p>
<p>Faith community affiliation Your name and location in the hospital is available to a member of your faith community when one attends the hospital.</p>	<p>During the registration process, simply do not provide us with your faith community affiliation.</p>