

Brant Community Healthcare System

STATEMENT OF HEALTH INFORMATION PRACTICES

PRIVACY – IT'S EVERYONE'S BUSINESS

Protecting your Personal Health Information (PHI)

The *Personal Health Information Protection Act* (PHIPA) is consent-based legislation that establishes rules for the collection, use, and disclosure of your PHI. We have administrative, physical and technical security measures in place to protect your PHI from theft, loss, unauthorized access, copying, modification, use, and disclosure. We conduct audits and perform investigations to monitor and manage our privacy compliance.

Who can use and see your Personal Health Information?

You or a person who can legally make decisions for you about your PHI. Your PHI is shared among your doctors, nurses, and all other members of your healthcare team. We collect, use and share your PHI with others as necessary to:

- provide you with healthcare, both within and outside the hospital;
- communicate or consult about your healthcare with your doctor(s) and other healthcare providers;
- receive payment for your healthcare and hospital services, including OHIP, WSIB and private insurance;
- conduct research for the health system; and
- report as required or permitted by law.

Consent

When you present to the hospital for service, we operate under your *implied* consent; that is, by coming to the hospital, you have consented to the collection, use and disclosure of your PHI by and among your healthcare providers (in your circle of care) in support of providing you with the best care possible. You may withdraw or limit your consent in writing and we will immediately take steps to stop the collection, use and disclosure of your PHI. However, please note that this may have treatment implications and is not retrospective.

Your Rights and Choices

You, or a person who can make decisions about your PHI (Substitute Decision Maker) have the right to:

- see and get a copy of your PHI or hospital record;
- ask us to make corrections to inaccurate or incomplete PHI;
- ask us to not share your PHI with other healthcare providers in your circle of care unless we are permitted or required by law to do so; and
- be told if your PHI is lost, stolen, compromised or improperly accessed.

There are certain exceptions to these rights:

Family and Friends

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

Fundraising

Like all other hospitals in Ontario, Brant Community Healthcare System relies on patient and community support for part of our funding. We or the hospital's Foundation may use your name and address to contact you for support, unless you tell us not to do so.

Clergy

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

Research, Education & Planning

We will obtain your consent before we disclose your PHI for research projects. Note: Some research projects DO NOT require your consent and have safeguards in place to protect your privacy. We may use your PHI without your consent for our own education, planning and management. We may also provide your PHI to certain prescribed entities under PHIPA for planning and management of the healthcare system.

Electronic Health Record

The federal and provincial governments have established a goal of providing Canadians with an electronic health record. This will improve access to and coordination of your care, enhance patient safety, reduce wait times, avoid duplicate testing and enhance timely access to your PHI by your healthcare provider. Your PHI will be stored securely on shared health information databases, accessible only by your authorized healthcare providers.

If you have any questions or concerns about our privacy practices, please contact the **Chief Privacy Officer at 519-751-5889**.

For more information on your privacy rights or if you are not able to resolve a problem with Brant Community Healthcare System, you may contact the **Information & Privacy Commissioner of Ontario** by calling **1-800-387-0073** or by visiting www.ipc.on.ca.

