

DRAFT STATEMENT OF HEALTH INFORMATION PRACTICES

This statement describes how health information about you may be used, collected and disclosed and how you can get access to this information. Please review it carefully.

Our Legal Responsibility to Protect your Personal Health Information (PHI)

As one of your care providers, we are legally required to protect the privacy of your 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, record of your visits and the support you received during those visits.

We also may collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits us to do so. We make sure that only those people who need to see your personal records are allowed to look at them. We protect your information through our administrative policies and by adopting appropriate safeguards and security measures.

Your **Personal Health Information (PHI)** includes data that identifies you and reports about the care and services you receive at any of the sites of the Scarborough Academic Family Health Team (SAFHT). *Your record at the Scarborough Academic Family Health Team is the property of the Scarborough Family Health Organization of Physicians and the Victoria Health Centre Family Health Organization of Physicians but the information in your file belongs to you.*

Our practices apply to all of the records, both electronic and paper, about your care. It includes all information created by the SAFHT staff, and this includes physicians, other health care professionals, residents, students and other members of our healthcare team.

Use of Personal Health Information

SAFHT collects, uses and discloses Personal Health Information to:

- *communicate* with your various health care providers including your family physician and/other community agencies/institutions for continuity of care, in order to treat/support and care for you (unless you tell us otherwise);
- *provide disclosure to family, friends, others* – we may provide your PHI to a family member, friend, or other person you tell us is involved in your care, unless you object in whole or part;
- *support Law enforcement* – we may disclose PHI to government agencies and law enforcement personnel when the law requires it; for example, victims of abuse, neglect or when ordered to do so in judicial or administrative proceedings.
- *support public health activities* – we report information about various diseases to government offices in charge of collecting this information. We provide coroners, medical examiners with information about an individual's death.
- *plan, administer, and manage* internal operations, and conduct risk-management activities;

- *compile* statistics (e.g., provincial/federal ministries require demographics, information about services provided you, how long you are waiting for these services, etc.) *This anonymous information is being collected for the purpose of program development and system-level decision-making.*
- *comply* with legal and regulatory requirements;
- *fulfill* other purposes permitted or required by law

Your Rights Regarding Your Personal Health Information (PHI)

You have the right to:

Request Restrictions – You have the right to ask that we limit how we use, collect and disclose your PHI. We will consider your request, but we are not legally required to accept it. If we accept your request, we will honor the request except in emergency situations.

Access/Correct Your Personal Health Record – 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).

When you present for service, we operate under your implied consent; that is by coming to your appointment you have consented to the collection, use and disclosure of your personal health information by and among your healthcare providers in support of providing you with the best care possible.

Important Information

The Scarborough Academic Family Health Team takes 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 protects your privacy and only uses your personal health information for the purposes you have consented to.

We will obtain your consent before we disclose your information for research projects.

We may use your PHI for our own education, planning and management and provide to certain prescribed entities under Personal Health Information Protection Act 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, avoid duplicate testing and enhance timely access to your health information by your health care provider. Your information will be stored securely on shared health information databases, accessible only by those authorized health care providers identified as involved in your health care.

For More Information, Comments or Complaints:

SAFHT Privacy Officer can be contacted at 416-439-7473 or by mail at

Scarborough Academic Family Health Team
Privacy Officer
3000 Lawrence Avenue East, Building C,
Suite C-02, Main Floor
Scarborough, Ontario M1P 2V1

You also have the right to contact the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at: 1.800.387.0073 or visit the IPC website @ www.ipc.on.ca