



PRIVACY STATEMENT COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

(Statement of Information Practices)

Rexdale Community Health Centre (RCHC) is committed to respecting your privacy and the confidentiality of your personal information while striving to provide you with the best care and service possible.

Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf (for example, your substitute decision maker). The personal health information that we collect may include, for example, your name, date of birth, address, health card number, health history, records of your visits to Rexdale Community Health Centre (the Centre), the programs and services that you received during those visits and other information included in your health record.

Personal health information will be collected, to the extent possible, directly from the individual concerned. We also on occasion collect personal health information about you from other sources within your circle of care or if the law permits. We collect this information directly from the provider within your circle of care (e.g. referring program, hospital, community agency) or by the use of provincial and regional shared electronic systems (including the Connecting Ontario and Health Links).

Collection, use and disclosure of Personal Health Information

We collect, use and disclose your personal health information to:

- Provide you with direct patient care, treatments, services and programs
- Provide you with community development and community support programs and services
- Provide you with information, referral and support services (including e-referrals through Ontario Telemedicine Network)
- Remind you of scheduled appointments or group sessions to inform you about new programs, services.
- Contact and maintain communication and manage client relationships
- Receive payment for the treatment and services we provide where applicable (e.g. custom orthotics)
- Locate you or your family in urgent situations using the contact information provided to us
- Plan, administer and manage our operations
- Compile statistics and plan, evaluate and monitor our programs and services

- Conduct professional supervision, quality assurance, risk management, quality improvement and other routine management practices
- Report relevant information to Central West Local Health Integration Services, Ontario Ministry of Health and Long Term Care for Health for system planning purposes
- Conduct research as approved by Research Ethics Boards and teach and educate our students and staff
- Comply with legal and regulatory requirements
- Perform other activities as otherwise consented by client

In situations where required or permitted by law, we may use and/or disclosure your Personal Health Information without your consent.

Who has access to your Personal Health Information?

The Centre may disclose Personal Health Information of Clients/Patients and Members to organizations or individuals that perform services on behalf of the Centre.

Using contractual or other arrangements, the Centre shall ensure that agents, contractors or third party service providers, who may receive Personal Health Information in the course of providing services to the Centre, agree to use such information solely for the purposes of providing services to the Centre and under the instruction of the Centre and, with respect to that information, to act in a manner consistent with the relevant principles articulated in this Policy.

All authorized agents of the Centre and third parties that may access your information are contractually obligated to protect your information privacy on behalf of the Centre.

Access may be provided to:

- The Centre 's medical staff, employees, authorized contractors for purposes outlined in this Privacy Statement;
- Other health care facilities or services that may be providing you with care;
- The Ontario Ministry of Health and Long-Term Care and their designated agents;
- A government-approved registry of personal health information (e.g. Cancer Care Ontario).

Your Consent and Choices

When you provide Personal Health Information to Rexdale Community Health Centre this means that you agree and consent that we may collect, use and disclose Personal Health Information in accordance with this Privacy Statement.

Subject to legal exceptions, you have the right to access and correct your personal

health records, withdraw or withhold your consent even after you have provided the consent.

If you wish to access or correct your personal health information or withdraw or withhold consent, you can request this by filling out and signing a form that can be provided to you by a staff member upon your request.

If you asked to access your information, we will do our best to make your information available within 30 days. If we are unable to make your information available within 30 days in circumstances permitted by the law, we will notify you in writing and inform you in regards to the amount of time that will take to make your information available (to a maximum of 60 days in total as per the applicable law).

Protecting Your Information

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. We 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 allowed purposes.

How to Contact Us

If you have questions or concerns about the way Rexdale CHC is carrying out these principles, or to make a complaint in regards to a privacy breach, please contact Rexdale CHC Privacy Officer: Safia Ahmed, Executive Director: 416-744-6312 ext. 2225

You have the right to complain to the Information and Privacy Commissioner of Ontario if you think we have violated your rights.

If your questions or concerns are not resolved through the Privacy Officer at Rexdale CHC, you can contact Information and Privacy Commissioner of Ontario at: 2 Bloor Street East, Suite 1400, Toronto, Ontario, M4W 1A8; Telephone: Toronto Area (416/local 905): 416-326-3333 Long Distance: 1-800-387-0073 (within Ontario); TDD/TTY: 416-325-7539 FAX: 416-325-9195 email: info@ipc.on.ca