

Client rights:

Access:

A client has the right to access, subject to limited exceptions, their own personal health information in the custody or control of the Community and Health Services Department. A client can access information by contacting the staff member who collected the information, who provided health care or health programs or services or by contacting one of the privacy contacts listed under Contact Us. A client also has the right, subject to limited exceptions, to request and receive a photocopy of their personal health information at a minimal cost.

Requests for access to information other than personal health information may be made under the *Municipal Freedom of Information and Protection of Privacy Act* through the Office of the Regional Clerk, 17250 Yonge Street, Newmarket, Ontario, L3Y 6Z1, (905) 830-4444 ext. 1320.

Corrections:

A client has the right to request corrections to their own personal health information if they believe it is incomplete or inaccurate by contacting one of our privacy contacts listed under Contact Us.

Inquiries or complaints:

A client has the right to direct questions, comments or complaints about our Privacy and Information Practices Policy or about alleged contraventions of the *Personal Health Information Protection Act, 2004* to one of our privacy contacts listed under Contact Us. We will investigate any complaints and take action to resolve such complaints.

The Information and Privacy

Commissioner:

A client may direct further complaints to the Ontario Information and Privacy Commissioner if they believe that we have contravened our Privacy and Information Practices Policy or if they are not satisfied with the handling of their inquiry or complaint at:

Ontario Information and Privacy Commission

2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Tel: (416) 326-3333
Fax: (416) 325-9195
Email: info@ipc.on.ca
Website: www.ipc.on.ca

Contact Us

To learn more about privacy and information practices, contact:

Program Manager, Records & Information Management and Privacy Community and Health Services Department

17250 Yonge Street
Newmarket, Ontario, L3Y 6Z1
Tel: (905) 830-4444 ext. 4056
Fax: (905) 895-3166

Manager of Early Intervention Services Community and Health Services Department

17250 Yonge Street
Newmarket, Ontario, L3Y 6Z1
Tel: (905) 830-4444 ext. 2037
Fax: (905) 895-5045
Toll free (877) 464-9675



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Privacy and Personal Health Information



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Privacy and information practices

Protecting the privacy of personal health information is an essential part of our commitment to quality service, programs and care. Personal health information is information in any form that identifies a client and relates to a client's health or health care.

The Community and Health Services Department is dedicated to collecting, using and disclosing personal health information responsibly. We comply with the *Personal Health Information Protection Act, 2004*, the *Municipal Freedom of Information and Protection of Privacy Act*, and all other applicable laws. To learn more about our information practices, please consult our Departmental Privacy and Information Practices Policy or contact one of the privacy contacts on the back of this pamphlet.

Consent

The Community and Health Services Department will only collect, use and disclose personal health information with the consent of a client or as required or permitted by law.

Collection of information

The Community and Health Services Department collects personal health information directly from a client or a person who may act on behalf of a client. We may also collect personal health information about a client from other sources if consent has been obtained or if the law permits or requires the collection.

Why we collect personal health information

The Community and Health Services Department collects personal health information for:

- the provision or helping in the provision of health care
- planning or delivering health programs or services
- arranging referrals, providing supportive counselling and establishing interventions
- health protection, health promotion and awareness
- public health administration and monitoring
- administering and managing the health care system
- purposes related to the function of the Medical Officer of Health pursuant to the *Health Protection and Promotion Act*
- conducting research and compiling statistics
- purposes permitted or required by law
- compliance with legal and regulatory requirements

Use

The Community and Health Services Department may use personal health information for:

- the purposes for which it is collected
- the purposes of maintaining or improving the quality and efficiency of health care rendered or health programs or services provided
- obtaining payment for health care rendered or related goods and services provided
- other uses permitted or required by law

When we disclose personal health information

The Community and Health Services Department will not share personal health information with any external person or entity without the consent of a client unless it is permitted or required by law. For example, we may share personal health information without consent for the following:

- with health care professionals for the purpose of providing health care when it is not reasonably possible to obtain consent, for example the client is seriously ill or mentally incapacitated
- with public health authorities such as the Chief Medical Officer of Health and Medical Officers of Health
- with a person carrying out an inspection or investigation authorized by a warrant or by law
- where it is necessary to eliminate or reduce a significant risk of serious bodily harm

- pursuant to a summons, subpoena or court order
- to the Children's Aid Society

Protection of information

The Community and Health Services Department is committed to protecting the privacy, confidentiality and security of personal health information held in any form. We employ physical, organizational and technological safeguards to protect personal health information against theft and loss, as well as unauthorized access, use, and disclosure.

Authorized staff who have access to personal health information are aware of its sensitive nature and are trained in its appropriate use, disclosure and protection. Staff will ensure the amount and type of personal health information collected, used or disclosed is limited to that which is necessary to fulfill the purpose for which it was collected.

Organizations that perform services or provide programs on our behalf are also required to protect the privacy of personal health information and use it only for the purposes clients have consented or those permitted or required by law.

Finally, subject to certain exceptions, the Community and Health Services Department will notify clients at the first reasonable opportunity if their personal health information in our custody or control is stolen, lost or accessed by unauthorized persons.

