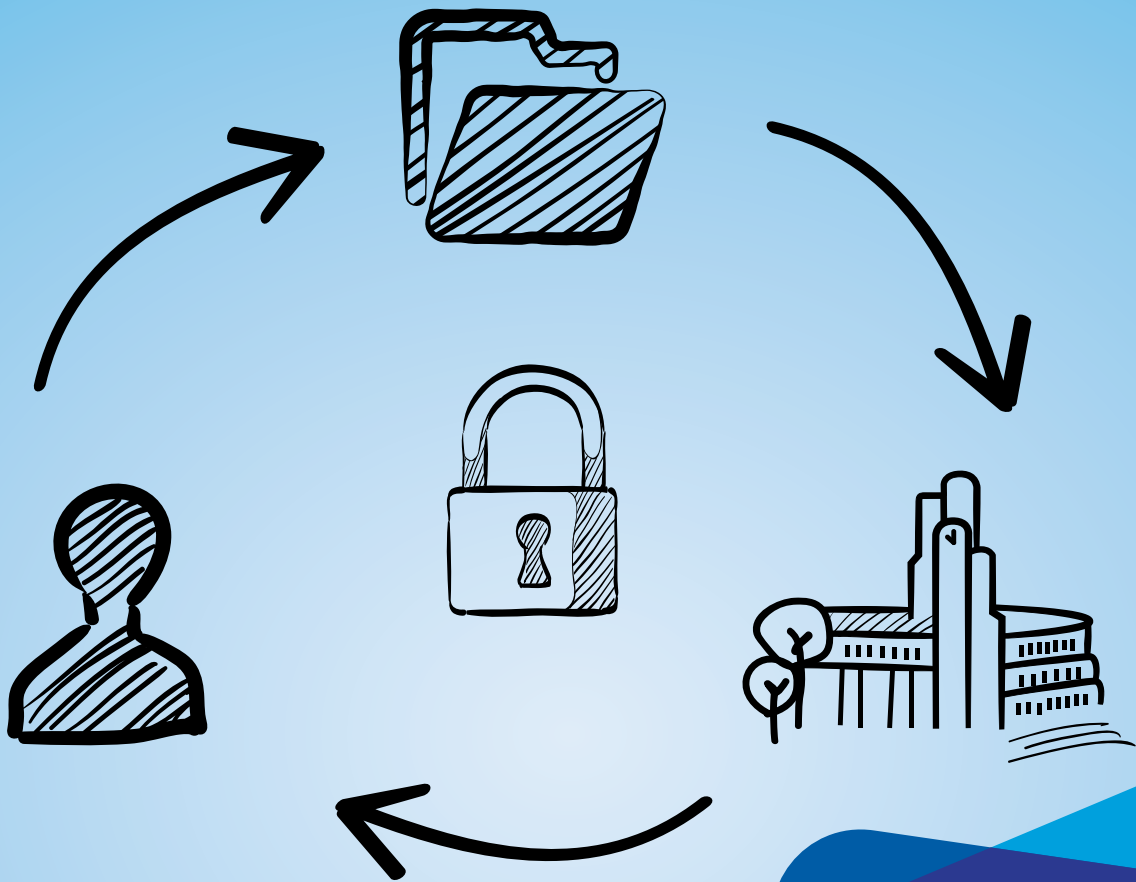


# WE PROTECT YOUR PERSONAL HEALTH INFO!



# PRIVACY AND PERSONAL HEALTH INFORMATION



## PRIVACY AND INFORMATION PRACTICES

Protecting the privacy of personal health information (PHI) is an essential part of our commitment to quality service and health care. PHI is identifying information about an individual that relates to his/her health.

York Region's 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 (PHIPA), 2004*, the *Municipal Freedom of Information and Protection of Privacy Act*, and all other applicable laws.

## PROTECTION OF INFORMATION:

The Community and Health Services Department is committed to protecting the privacy and security of the resident's PHI. We employ physical, administrative, and technical safeguards to protect PHI against theft, loss, and unauthorized access, use, and disclosure. Access to PHI is restricted to staff requiring the information to perform their duties.

Staff are aware of the sensitive nature of PHI and are trained on an annual basis on appropriate use, disclosure and protection.

The Community and Health Services Department will notify residents immediately if their PHI has been stolen, lost, misplaced, or accessed by unauthorized persons.



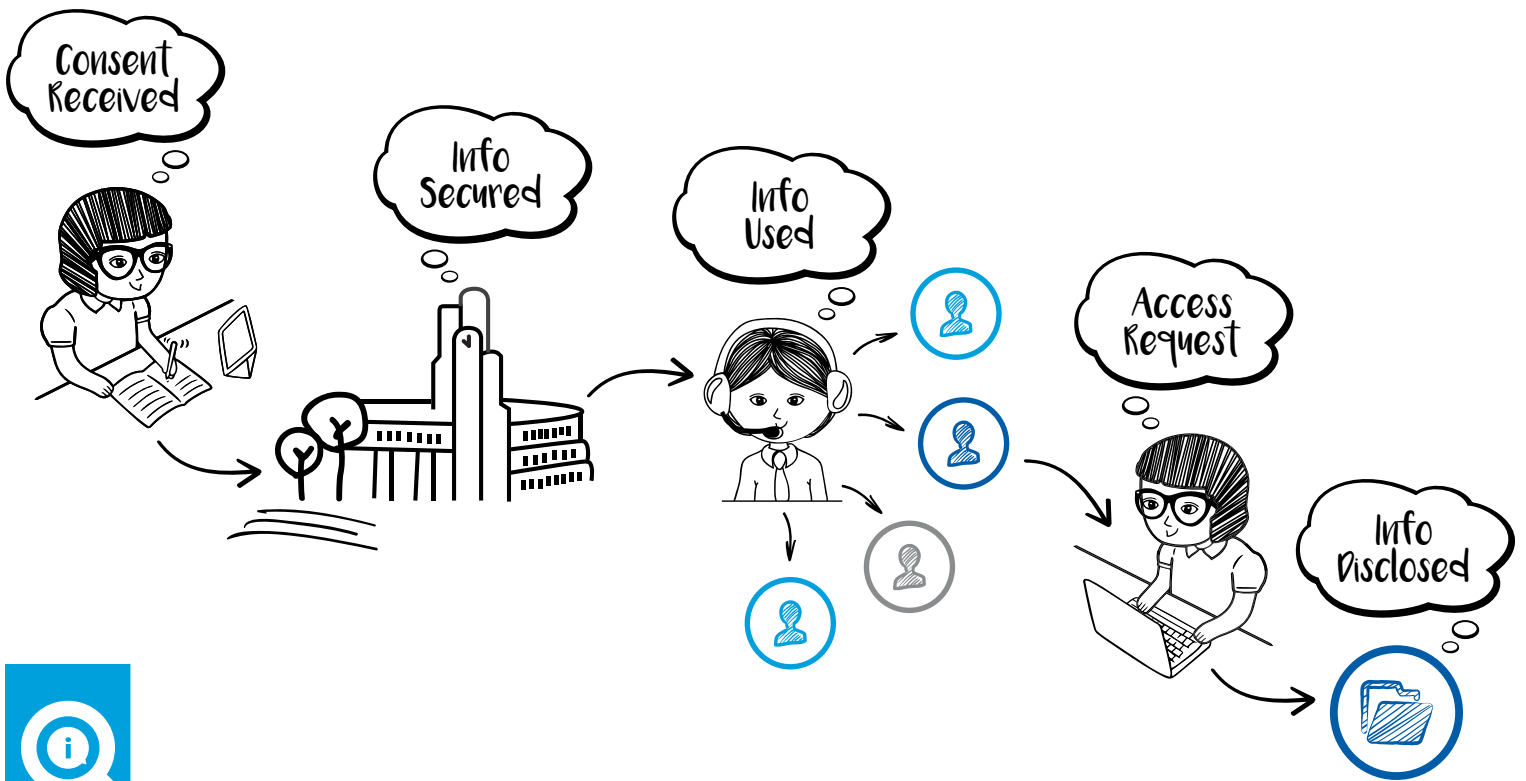
## CONSENT

PHI is only collected, used or disclosed with consent or as required or permitted by law.



## USE

Staff may view, handle or deal with PHI in accordance with their job duties, to facilitate the provision of health care, social supports, and to improve programs and services.



## COLLECTION OF INFORMATION

PHI is collected primarily for the provision of health care and social supports. PHI is collected directly from clients, or those appointed to act on their behalf. We may also collect PHI about a client from other sources if consent has been obtained or if the law permits or requires the collection.



## DISCLOSURE

PHI will not be disclosed without consent unless it is permitted by law.

## RESIDENT'S RIGHTS

### Access:

Clients have the right to request access to their own personal health information (PHI) in the custody or control of the Community and Health Services Department by contacting the Program Manager, Information Management, Access and Privacy, Community and Health Services listed under Contact Us.

Requests for access to information other than PHI 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, ON L3Y 6Z1  
1-877-464-9675 ext.71320

### Corrections:

Clients have the right to request corrections to their own PHI if they believe it is incomplete or inaccurate by contacting the Program Manager listed under Contact Us.

### Inquiries or Complaints:

Clients have the right to direct questions, comments or complaints about York Region's privacy practices to the Program Manager listed under Contact Us. The Program Manager will investigate any complaints and take action to resolve such complaints.

### The Information and Privacy Commissioner of Ontario (IPC/ON):

A client may direct further complaints to the Information and Privacy Commissioner of Ontario (IPC). The IPC is a provincial, non-governmental agency that receives and investigates complaints about privacy concerns from the public. The IPC has been designated as the independent oversight body responsible for overall compliance with PHIPA.

*They may be contacted at:*

#### Ontario Information and Privacy Commissioner (IPC/ON)

2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8  
Toll Free: 1-800-387-0073  
Fax: 416-325-9195  
Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)  
Website: [ipc.on.ca](http://ipc.on.ca)

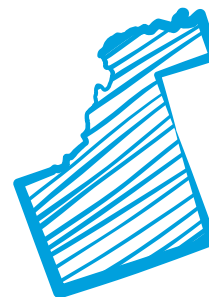


## CONTACT US

**Program Manager, Information Management,  
Access and Privacy, Community and Health  
Services Department**

520 Cane Parkway  
Newmarket, ON L3Y 8T5  
Tel: 1-877-464-9675 ext.74056  
Fax: 905-895-3149  
Email: [chsprivacy@york.ca](mailto:chsprivacy@york.ca)

To learn more about collection, use and disclosure and our privacy practices, please consult the Notice of Privacy and Information Practices Policy at [york.ca](http://york.ca)>[Privacy and Disclaimer](#)> **Personal Health Information and Protection Act**



**Access York**  
1-877-464-9675  
TTY: 1-866-512-6228  
[york.ca](http://york.ca)