



Port Hope Northumberland
Community Health Centre

Collection of Personal Health Information



We collect personal health information about you directly from you or from a person you have asked to act on your behalf (power of attorney). The personal health information that we collect may include your name, date of birth, health history, records of visits you have made to the hospital as well as the care that you received here at the Centre. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so, or if the law requires us to do so.

Use and Disclosure of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you
- complete assessments
- conduct quality improvement activities (e.g. sending client satisfaction surveys)
- conduct research
- compile statistics
- comply with legal and regulatory requirements

Your Rights

You have the right to:

- access your personal health information
- make corrections to your personal health records
- withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions)
- ask for more information or for help in order to better understand before giving your consent for us to share your personal health information.

Important Information

Unless we are informed otherwise, we will assume that we have your consent to gather and use your personal health information to provide services to you. This is called implied consent.

Unless we are informed otherwise, we will assume that we have your consent to share personal health information with other health care professionals involved in your care (e.g. specialists, pharmacists, labs, etc.) in order to communicate with others involved in your care. This is implied consent.

We will not share any of your personal health information with anyone not directly involved in your care without talking to you first and getting your expressed consent.

We take steps to protect your personal health information from theft, loss, 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 have safeguards in place to ensure that personal health information is protected and only individuals who need to know the information to perform their work duties access personal health information. Safeguards are technical, password-protected, physical locked filing cabinets, locked offices, etc.

Who to Contact if You Have a Concern

Privacy concerns can be reported directly to our privacy officer. The concern will be investigated; we will determine if a breach has occurred and follow up with staff, as needed.

The Port Hope Northumberland Community Health Centre's Privacy Officer is

Linda Thompson, MC, RSW, CSFT

Phone: 905-885-2626 ext. 217

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

Brian Beamish

Information and Privacy Commissioner/Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

Phone: 416-326-3333 (Toronto Area) or 1-800-387-0073

Email: info@ipc.on.ca