

Peterborough County-City Health Unit's Privacy Commitment to Clients



... because health matters!

Peterborough County-City Health Unit is committed to protecting your privacy.

In order to provide you with the best possible care, it is essential that we have access to your health information.

We collect, use, disclose, retain and protect your personal health information under the "Personal Health Information Protection Act, 2004" (PHIPA).

Collection of 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, OHIP number, records of your visits to the Genetics Clinic, Keene Health Centre, Paediatric Health Clinic, Sexual Health Clinic, Dental Program or home visiting provided by the Healthy Babies, Healthy Children Program and Infant and Toddler Development Program at the Peterborough County-City Health Unit, and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you;
- get payment for your treatment and care (from OHIP, WISB, your private insurer, or others);
- plan, administer and manage care with other internal/external health care providers;
- conduct risk management activities;
- conduct quality improvement activities (such as sending patients satisfaction surveys);
- teach;
- compile statistics;
- comply with legal and regulatory requirements; and
- fulfill other purposes permitted or required by law.

Your Choices

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).

Important Information

- Policies and procedures are in place to ensure:
 - the protection of your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal; and
 - that everyone who performs services for us protect your privacy and only use your personal health information for the purposes you have consented to.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.

November 1, 2004

How to Contact Us

Our privacy contact person is Linda Hughes.

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at:

Peterborough County-City Health Unit
10 Hospital Drive
Peterborough, ON K9J 8M1
705-743-1000
lmhughes@pcchu.peterborough.on.ca

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:
Information and Privacy Commission/Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 416-326-3333 or 1-800-387-0073
Fax: 416-325-9195
Website: www.ipc.on.ca