

How we Protect Your Personal Health Information

- We have policies and procedures that govern privacy
- Our Privacy Officer may audit your information to see who has accessed it.
- We store your personal health information in controlled access areas
- We have identification badges, electronic user names, passwords and a secure network.
- We destroy personal health information beyond the retention guidelines or additional copies by shredding to render it useless.

If you have any questions or concerns about or privacy practices please contact our Privacy Officer.

For more information visit our website

www.osfht.ca

More information may also be obtained from:

The Information Privacy Commissioner of Ontario

2 Bloor Street E, Suite 1400

Toronto ON

M4W 1A8

416-326-3333 or 1-800-387-0073

Website: www.ipc.on.ca

Owen Sound Family Health Team

1415 1st Ave E, Suite 2000

Owen Sound, ON

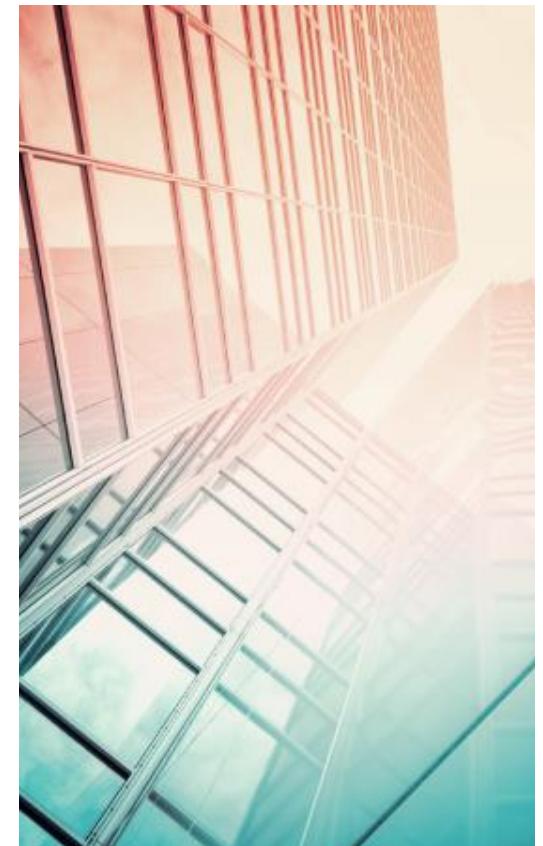
N4K 4K8

Website: www.osfht.ca

Email: privacy@osfht.ca



A Guide to Understanding the OSFHT Privacy Program



Protecting Your Privacy and Confidentiality

We are committed to protecting your Privacy and Confidentiality

The OSFHT has a Privacy Officer. This individual is available to you for any privacy concerns/questions you may have.

Physicians and staff are accountable to maintain privacy and confidentiality of your personal health information.

Education, policies and procedures, and internal investigations help us to be compliant.

What is Personal Health Information

- Your physical and mental health including your family History
- Your provision of health care including your healthcare provider and substitute decision maker
- A plan of service for long term care or CCAC
- Payment or eligibility for health care
- Your donation of body parts or bodily substances derived from testing or examination
- Your health card number

We collect your personal health information from you, your substitute decision maker, or another health care provider

How we use your Personal Health Information

- To provide you with healthcare
- Plan deliver and monitor related programs
- For payment, funding
- Research, Education, Quality Care
- Risk Management
- Compliance with legal requirements

How we Share your Personal Health Information

We share your personal health information with health care providers, e.g. specialists, hospitals, CCAC, nurse practitioners, pharmacists. This may be done verbally, by fax, phone or electronically.

We share your location and general health status

We share your personal health information with a substitute decision maker (someone who makes decisions on your behalf)

How we disclose your personal information

We disclose your personal information to third parties with your consent. Some examples are Insurance companies, Lawyers, Private Counselors.

We disclose your personal health information for mandatory purposes without your consent. Some examples are OHIP Billing, Quality Improvement, Ministry Reporting

You may withdraw or withhold your consent at any time. Please tell us when you do not want to share/disclose your personal health information. We will comply with your request, unless we are required by law to disclose your information or to prevent a risk of serious harm to your treatment.

How You Can Access Your Personal Health Information

You may request access or correction of your personal health information from your healthcare provider or you may contact the Privacy Officer at 519-470-3030 ext. 113 or email: privacy@osfnt.ca