



Your Privacy at Hopewell



Understanding Your Personal Health Information and Privacy Rights

■ Why is my information being collected?

Your personal health information (PHI) is primarily used to paint the picture of your overall health so that your care providers can give you better care. Sharing your PHI by mail, fax and electronically with other service providers is important. The information shared with the members of your community care team allows them to have the most up-to-date information about you, so they can better and more safely meet your needs.

■ What is included in my personal health information?

Your personal health information file includes information on your:

- mental health
- physical health
- health history
- personal history
- relevant family medical history

■ How is my personal health information being protected?

Hopewell complies with Ontario's health privacy standards. Your PHI can only be used by authorized staff providing you with health care support and services.

Your care providers are required to have administrative, physical and technical safeguards to protect their physical records and their electronic networks from misuse, alteration, copying, disclosure, destruction, monitoring and/or damage. These safeguards include security software and encryption protocols, firewalls, locks and other access controls, privacy impact assessments, privacy training for staff and students, and confidentiality agreements. Privacy and security safeguards are constantly under review and are enhanced where necessary to ensure the highest level of protection.

Have you got questions or concerns about your privacy at Hopewell?

If so, please do not hesitate to contact our privacy and risk officer, Kim Rodrigues

She can be reached through email at: kim.rodrigues@hopewellchildshomes.ca

Or you can call:
519-836-9641 ext. 224

Can my PHI be shared with third parties that are not health care providers?

Your health care provider requires your express consent to share your PHI with third parties. You can request copies of parts of all of your health record for purposes other than healthcare, such as your lawyer, or an application for short or long-term disability.

What are my privacy rights?

You have the right to request a copy of your clinical file by contacting your health service provider. You also have the right to request a correction or amendment to your PHI and/or block parts of (or your entire) clinical file to designated recipients. You may log a complaint if you feel that your service provider has not addressed your privacy concern correctly.

- What does it mean when I give my consent to share my personal health information within my circle of care?

When you give your consent, your assessment record will be uploaded onto a secure and centralized electronic assessment system. Your care providers will use the information in your assessment to provide you with the safe, quality care that better meets your needs. You have the right to be informed of the positive and negative consequences of your consent to share (or not to share) your personal health information with health service providers involved in your care.

- Are there times when my personal health information is shared without my express consent?

Yes – there are times at when your health care providers are required to share your personal health information without your express consent. For example, if you are at risk of harm to self or others, we may need to share need-to-know information to keep you safe. Your health care providers are also obligated by law to respond to a subpoena and/or search warrant. Anonymous demographic and statistical data may also be used for the purposes of program and funding evaluation.