



ONTARIO PRIVACY LEGISLATION

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, records of your visits to the South Bruce Grey Health Centre and the care that you received during those visits. Occasionally, we may access and share personal health information about you with other sources to include health practitioners, Hanover and District Hospital and the Grey Bruce Health Services, if needed, for your continuing care.

Uses and Disclosures of Personal Health Information

We collect, use and disclose your personal health information to:

- treat and care for you,
- provide spiritual care
- receive payment for your treatment and care (from OHIP, WSIB, your private insurer or others),
- plan, administer and manage our internal operations,
- provide appointment reminders to you,
- inform you of health related benefits or services,
- arrange transportation for you,
- conduct risk management activities,
- conduct quality improvement activities (such as sending patients satisfaction surveys),
- teach,
- compile statistics,
- research, as approved by the Ethics Committee
- fundraise to improve our healthcare services and programs,
- 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).

Copies of the record can be made available in certain circumstances and at a cost.

Important Information

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We have developed processes to ensure that everyone who performs services for us protects your privacy and just use your personal health information for the purposes you have consented to.
- We allow access to your information to your family and friends only if you give express consent.
- We restrict access to your information to staff who are directly involved with your care only.
- We make available just your name and mailing address to our foundation. You may choose not to receive fundraising material by sending a letter to our Privacy Officer or by completing a form available in Health Records to request withdrawal of consent.
- We provide for your spiritual care while in hospital. If, at admission or any time during your stay you choose not to participate, advise our staff.

How to Contact Us

Our privacy contact person is **Heather Berry**

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

Heather Berry, Manager Health Records & Privacy
South Bruce Grey Health Centre
21 McGivern Street
Walkerton, Ontario N0G 2V0
519-370-2400 ext. 2266
Email: hberry@sbghc.on.ca

Office hours are 8:00a.m. - 5:00 p.m., Monday to Friday.

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 Commissioner/Ontario
2 Bloor Street East
Suite 1400
Toronto, Ontario
M4W 1A8

(416) 326-3333 (Local) 1-800-387-0073 (Toll Free)
info@ipc.on.ca