



## Privacy Policy

TAIBU Community Health Centre is committed to protecting the privacy of all client personal health information in accordance with the Ontario *Personal Health Information Protection Act, 2004*, which has as its stated purpose:

- To establish rules for the collection, use and disclosure of personal health information about individuals that protect the confidentiality of that information and the privacy of individuals with respect to that information, while facilitating the effective provision of health care;
- To provide individuals with a right of access to personal health information about themselves, subject to limited and specific exceptions;
- To provide individuals with a right to require the correction or amendment of personal health information about themselves, subject to limited and specific exceptions.

### What is personal health information?

Personal health information is all the information that we collect about you, such as your name, date of birth, address, and health history. It includes information about your physical, mental, and social conditions, the history of your family members and health care services provided to you over time.

### Why do we collect personal health information?

TAIBU CHC uses the personal health information provided verbally or in writing by clients in order to:

- Provide clients with medical services and treatments;
- Provide counselling and social services to clients;
- Provide personal and community health promotion services;
- Manage our relationship with clients;
- Meet any legal or regulatory requirements;
- Ensure payment for services to other providers e.g. hospital;
- Manage risk;
- Evaluate and monitor the quality of our services and programs;
- Carry out research that has been approved by a research ethics process of the management team; and,
- Plan for programs and services to meet the needs of individuals and our community.

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TAIBU CHC will not sell, trade, barter or exchange for consideration any personal information it has obtained.

### **Who sees your personal health information?**

At TAIBU CHC, our doctors, nurse practitioners, nurses, dietitian, chiroprapist, social worker/therapist, receptionists, health promoters, community health workers and other administrative staff work together as a team to provide health care. Your information may be shared among staff who work together to provide you with care. We may also share information about you with health professionals outside TAIBU CHC, when we make a referral for you to a specialist or when you request service from another professional, such as a pharmacist.

### **How can you access your personal health information?**

Each client has the right to see and correct their personal health information. You can do so by giving us a verbal or written request. You will be able to see your personal health information within 30 days of making your request.

### **What rights do you have with regard to your personal health information?**

When you are asked for personal health information, you have the choice to agree or refuse to provide the information. You can also control some of the uses and disclosure of your information. Both of these statements are true within certain legal limits. Ask our Privacy Officer for details.

### **How can you get additional information about our practices and your rights?**

We have detailed Client Privacy and Confidentiality Policies and Procedures regarding the handling of your personal health information. You can ask for a copy for your reference. If you have questions or concerns about our policies and procedures, you can speak to our Privacy Officer at 416-644 3539 ext 221 or [info@taibuchc.ca](mailto:info@taibuchc.ca). If you are not satisfied with the explanation provided, you may contact the Ontario Information and Privacy Commissioner at 1-800-387-0073 or at [www.ipc.on.ca](http://www.ipc.on.ca) or at Information and Privacy Commissioner Ontario, **1400-2 Bloor Street East, Toronto, ON, M4W 1A8**.