

## What is the Privacy Officer and what are his/her responsibilities?

The Privacy officer helps clients and staff to understand the DPNCHC Personal Health Information and Privacy (PHIPA) Policy, and makes sure that the steps in the policy are followed correctly. The Privacy Officer can answer all your questions about how the DPNCHC PHIPA Policy works. The DPNCHC Privacy Officer has the authority to intervene and make decisions on privacy issues relating to any of DPNCHC's operations.

If you have a concern that your personal health information was not kept confidential or that any of your rights were violated, you can speak to the DPNCHC Privacy Officer, or to the Information and Privacy Commissioner of Ontario (see contact information on the next page).

## What can the DPNCHC Privacy Officer help me with?

- Answer questions you about the policy
- Help you understand the processes to follow if you want to have access to and/or change to change information in your personal health record
- Receive complaints from you about violations of confidentiality or violation of the policy
- Recommend actions to address complaints and policy violations

## Who is the privacy officer at DPNCHC and how can I reach him or her?

Our privacy contact person is **Kim Fraser**. To raise a concern you have with our practices, please contact us at:

Kim Fraser, Privacy Officer  
Davenport-Perth Neighbourhood and Community Health Centre  
1900 Davenport Road  
Toronto, Ontario M6N 1B7  
416-656-8025 ext. 229  
[kfraser@dpnchc.ca](mailto:kfraser@dpnchc.ca)

## What if I am not happy with your response to my concerns, or if I want to complain to someone outside of DPNCHC?

You have the right to complain to the Information and Privacy Commissioner of Ontario if you think that we have violated your rights. The Commissioner can be reached at:

Brain Beamish, Privacy Commissioner  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
Canada  
416-326-3333  
[info@ipc.on.ca](mailto:info@ipc.on.ca)

## Statement of Policy

The Davenport-Perth Neighbourhood and Community Health Centre (DPNCHC) Personal Health Information Protection Policy (PHIPA) outlines the rules that DPNCHC will follow for the collection, use, storage, transfer, and disclosure of your health information, both inside and outside of the Centre.

At DPNCHC, we will treat personal information that you give us in a confidential manner. It is very important that your information does not circulate outside of the Health Centre in an unauthorized manner, and that it does not pass between staff for reasons other than for appropriate consultations.

We take steps to protect your personal health information from theft, loss and authorized access, copying, modification, use, disclosure, and disposal.

We also take steps to make sure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to.

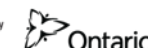
# PHIPA

(Personal Health Information Protection)

How Davenport-Perth Protects Your Personal Health and Other Information

Davenport-Perth

Neighbourhood and Community Health Centre



## What kinds of information does DPNCHC collect?

The Health Centre may collect information that relates to:

- Socio-demographics (income level, where you live, and whether you are single or married)
- Medical history (details)
- ID numbers and card numbers
- Family members and other contacts
- Living arrangements, education, doctors
- Legal issues (Children's Aid Society involvement, probation status, Ontario Disability Support Program)
- Any other information that is need to provide quality care to you

**Note: this information would not be collected for all clients**

## What are my rights under PHIPA?

DPNCHC recognizes your right to a safe, secure, and trusting care environment. You have the right to considerate and respectful care. You also have the right to make decisions about your health care.

You may access and correct your personal health records or withdraw your consent for some of the above uses and disclosures (subject to legal exceptions) by contacting us.

You are also allowed to access your records that are kept at the Centre. You may read your file, obtain a photocopy of your file or receive the information verbally or by a summary letter from your practitioner. A staff person will monitor your review of your file, this is a requirement to make sure that nothing is removed or altered from the file.

If you need your file for a legal or other purpose, you must sign a Consent to Disclose Personal Health Information form before the records can be sent to an outside source.

Any client, no matter what his/her age, is entitled to confidentiality regarding his/her health care. However, release of information about competent clients under the age of 16 years will be judged on a case-by-case basis.

If you are a parent or guardian of a child who is 16 years or older, you will not be allowed access to any information or records concerning the child without the written permission of the child.

Sometimes you may decide that you don't want certain staff or third parties to have access to your file or to part of your personal health information. This is called an Information Lock. If you decide to lock information from certain staff or third parties, those staff or third parties will not have access to any part of the file that may contain the locked information.

If you decide to lock information, a staff person will speak with you about any negative effect on service that this may create including the potential that we may not be able to provide full service to you. However, it is still your choice to lock information if you want.

Clients wishing to lock their information from a DPNCHC provider(s) or external provider(s) must complete a Lock Box Consent form. This form will be kept in the file with their locked information. The Privacy Officer is responsible for keeping the lock box file safe and secure.

DPNCHC may refuse you access to all or part of your personal information record if such access could reasonably be expected to: result in harm to you or to another person; unjustifiably invade the privacy or reveal the identity of another person; or, be in violation of other legislation.

## What is Personal Health Information?

Personal health information is any written or verbal information about you. Examples are age, name, height, weight, medical records, ID numbers, income, ethnic origin, blood type, opinions, evaluations, comments, and social status.

## Why do we collect this information?

- To provide direct care
- To submit information required by funding agencies (e.g. Ministry of Health)
- To plan programs and services
- For quality improvement (e.g. evaluations and chart audits)
- Any other reason needed to provide services

**DPNCHC will not collect more information than is needed for an identified purpose**