



Collection, Use and Disclosure of Personal Health Information

Hamilton Health Sciences (HHS) is a public hospital and a health information custodian for the purposes of the Personal Health Information Protection Act, 2004 (*PHIPA*), which establishes requirements for the collection, use, disclosure and disposal of your personal health information (*PHI*). As a patient of HHS, we assume you consent to the collection, use and disclosure of your PHI in our efforts to provide you with health care. In accordance with PHIPA, we collect PHI about you directly from you or from the person acting on your behalf. Occasionally, we collect PHI about you from other sources, if we have obtained your consent to do so, or if the law permits.

We use and share your PHI with your health care providers, both within and outside of HHS, as necessary in order to provide or assist in the provision of your care or treatment. We may also provide your information to update your provincial electronic health record (EHR) and other secure electronic systems accessible by other healthcare organizations, in order to provide you with timely and coordinated care.

We may also use or disclose your PHI to:

- ▶ plan, administer and manage our operations and services
- ▶ conduct risk management, error management and/or quality of care activities
- ▶ conduct patient experience surveys
- ▶ comply with legal and regulatory requirements
- ▶ educate and train our clinicians, staff, trainees, learners, etc.
- ▶ obtain payment for services provided to you (*OHIP, WSIB, your private insurer or others*)

As a Patient at an HHS Facility

We may share general information about you, such as your location and general health status, with others, including your friends and family who are concerned about you, unless you tell us not to.

Religious Group Affiliation

If you tell us about your religious or spiritual affiliation, we may give your name and location to a representative of that faith group to provide you with support, unless you tell us not to.

Fundraising

As a public hospital, HHS relies partly on financial support from the community to offer its services. Unless you tell us not to, we may provide your name and address to the HHS Foundation for fundraising.

Research

Sometimes we get your permission before we collect, use or share your PHI for research. Certain research projects do not require your consent but must be approved by a research ethics board and have privacy safeguards in place.

Your Choices and Rights

- ▶ Obtain a copy of your health record
- ▶ Request a correction of information that you feel is inaccurate or incomplete
- ▶ Request an audit of your health record
- ▶ File a complaint with the Information Privacy Commissioner of Ontario
- ▶ Withdraw consent for the collection, use and disclosure of PHI as permitted by law

Protecting your PHI

HHS has administrative, physical and technical safeguards in place to protect your PHI. We conduct audits and investigations to monitor and manage our privacy compliance. Steps are taken to ensure everyone who performs services for HHS protects your privacy and only uses your PHI for the purposes for which you have consented, or as otherwise permitted by PHIPA.



Important Notice

Please respect that recording with electronic devices is not allowed in public and common areas of HHS facilities without the consent of the individual(s) being recorded.



Contact Information

For any questions or concerns regarding your privacy please contact our Privacy Office at:

HHS Freedom of Information and Privacy Office
Hamilton Health Sciences – King West
P.O. Box 2000, Hamilton, ON L8N 3Z5
Tel: 905-521-2100 ext. 75122 Fax: 905-577-8474
Email: privacy@hhsc.ca
www.hhsc.ca

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Tel: 416-326-3333 or 1-800-387-0073
Fax: 416-325-9195
www.ipc.on.ca

This document is available on the Hamilton Health Sciences website.