

# Privacy

at Women's College Hospital



WOMEN'S COLLEGE HOSPITAL  
Health care for women | REVOLUTIONIZED

76 Grenville Street,  
Toronto, ON M5S 1B2  
T: 416-323-6400  
[womenscollegehospital.ca](http://womenscollegehospital.ca)  
[womenshealthmatters.ca](http://womenshealthmatters.ca)  
[womensresearch.ca](http://womensresearch.ca)  
[womenscollegehospitalfoundation.ca](http://womenscollegehospitalfoundation.ca)



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# At Women's College Hospital, we are committed to individual privacy and to protecting your personal health information.

## How we protect your privacy

- We treat your personal health information with respect and sensitivity in accordance with the Ontario Personal Health Information Protection Act (PHIPA) and all other applicable laws.
- 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 investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protects your privacy.

## Collection of personal health information

We collect your personal health information directly from you or from the person that is legally acting on your behalf. That information might include your name, date of birth, address, health history, records of your visits to Women's College Hospital and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

## Uses and disclosures of personal health information

We use and disclose your personal health information:

- to provide you with healthcare and assistance, both within and outside the hospital
- to communicate or consult about your healthcare with your doctor(s) and other healthcare providers
- to get payment for your healthcare and hospital services including from OHIP, WSIB and private insurance
- to plan, administer and manage our internal operations
- for risk management and patient safety activities
- for quality improvement activities (such as sending patient satisfaction surveys)
- for teaching
- for research which has been approved by the WCH Research Ethics Board

- to comply with legal and regulatory requirements, and fulfill other purposes permitted or required by law
- as required with shared systems, registries, entities prescribed in regulation such as Cancer Care Ontario, the Cardiac Care Network, the Institute for Clinical Evaluation Services, the Canadian Institute for Health Information, and health regulatory agencies
- as required with Health Information Networks such as the electronic Child Health Network (eCHN), Hospital Diagnostic Imaging Repository Services (HDIRS), Ontario Laboratory Information System (OLIS), Patient Results Online (PRO)

## Fundraising

We may give your name and address to the Women's College Hospital Foundation for the purpose of fundraising activities at the hospital.

If you wish to remove your name from our fundraising contact list, please contact our Privacy Office.

## Your choices

For release of personal health information requests, please contact the department of Health Information at 416-323-6098.

You may also request that corrections be made to your record of personal health information, or withdraw your consent for some of the above uses and disclosures by contacting the department of Health Information (subject to legal obligations).

Additionally, if you use WCH's patient portal *myHealthRecord*, you may also access your health information through the website or *MyChart* app.

## For more information or to raise a concern, contact our Privacy Office:

### Privacy Office

76 Grenville St., Toronto, ON, M5S 1B2

Phone: 416-323-7702

Email: [privacy@wchospital.ca](mailto:privacy@wchospital.ca)

## For more information about your privacy rights, or if you are unable to resolve a problem directly with our hospital, contact:

### Information and Privacy Commissioner of Ontario

2 Bloor St. E., Suite 1400, Toronto, ON, M4W 1A8

Phone: 416-326-3333 Toll-free 1-800-387-0073

Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)