

Privacy

at Women's College Hospital



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Toronto, ON M5S 1B2
T: 416-323-6400
womenscolleghospital.ca
womenshealthmatters.ca
womensresearch.ca
womenscolleghospitalfoundation.ca



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.

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
- to identify, reduce and eliminate risk to patients, agents and the public
- to respond to inquiries and complaints
- 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 to shared systems such as ConnectingOntario, Patient Results Online (PRO), HDIRS - West DIR, Resource Matching & Referral (RM&R), Integrated Assessment Record (IAR), Ontario Laboratory Information System (OLIS), Drug Profile Viewer (DPV) and electronic Child Health Network (eCHN)

Fundraising & Satisfaction Surveys

We may give your name and address to the Women's College Hospital Foundation for the purpose of fundraising activities at the hospital, and to our partners for the purpose of sending you a satisfaction survey.

Your choices

If you wish to remove your name from our fundraising or survey list, please contact our Privacy Office at 416-323-7702.

To access your record, request corrections to your records or withdraw your consent to share information with other healthcare providers, contact Health Information Management at 416-323-6098.

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 on how we handle your information and your privacy choices or to raise a concern, contact our Privacy Office:

Privacy Office

Phone: 416-323-7702

Email: privacy@wchospital.ca

www.womenscollegehospital.ca/privacy

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