

YOUR PRIVACY

AT WOMEN'S COLLEGE HOSPITAL

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 personal health information about you directly from you or from the person 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, which may include access through shared systems
- 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 to registries and entities prescribed in regulation, such as Cancer Care Ontario, Institute for Clinical and Evaluation Services and the Canadian Institute for Health Information
- as required to shared systems such as ConnectingOntario, Patient Results Online (PRO) and HDIRS-West DIR

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. If you wish to remove yourself from our fundraising or survey list, please contact the Privacy Office at 416.323.7702.

YOUR CHOICES

You may access your record of personal health information, request corrections or withdraw your consent for some of the above uses and disclosures (subject to legal obligations) by contacting the department of Health Information 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 OR TO RAISE A CONCERN, CONTACT OUR PRIVACY OFFICE:

PRIVACY OFFICE: 76 Grenville St., Toronto, Ont., M5S 1B2 • 416.323.7702 • Email: 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, Ont., M4W 1A8 • 416.326.3333 or toll-free 1.800.387.0073 • Email: info@ipc.on.ca

View our privacy information online at www.womenscollegehospital.ca/privacy