

# YOUR HEALTH INFORMATION AND PRIVACY RIGHTS AT WOMEN'S COLLEGE HOSPITAL

## HOW WE HANDLE YOUR PERSONAL HEALTH INFORMATION (PHI)



- When you visit us, we assume you consent to us collecting, using, and sharing your PHI to provide you with health care unless you tell us otherwise.
- We collect your PHI directly from you or from the person acting on your behalf.
- In most cases, we only use and share your PHI with those providing you with health care such as doctors, nurses, residents, and other team members.
- Sharing can happen within and outside the hospital, and where available through shared and electronic systems.
- We will not confirm your presence at WCH over telephone inquiries, except when required by law.

### Sometimes we may handle your PHI without your permission, including:

- To contact a relative or friend if you are incapacitated
- To get payment for the services we provide to you
- To comply with law enforcement and legal requirements
- To prevent serious harm to you or others, or if we suspect certain types of abuse
- To plan, administer, and manage our internal operations
- To de-identify your information
- For education purposes and health services planning
- For risk management, quality improvement, and patient safety activities
- To report certain diseases to public health departments
- To prescribed provincial and national programs for health information evaluation and planning
- For research projects approved by the WCH Research Ethics Board

We may give your name and address to the WCH Foundation for the purpose of fundraising, and to our partners for sending you a satisfaction survey. To remove yourself from these activities, contact our Privacy Office.

## HOW WE PROTECT YOUR PRIVACY

- We treat your PHI with respect and sensitivity in accordance with the Ontario *Personal Health Information Protection Act (PHIPA)* and other applicable laws.
- We employ robust physical, administrative, and technical safeguards to protect your privacy.
- We ensure continuous training of our staff, along with conducting access audits and investigations.
- We have measures to ensure that those who perform services for us protect your privacy.



## YOU HAVE THE RIGHT TO

- View and receive a copy of your health record.
- Correct any inaccurate or incomplete information in your health record.
- Ask us not to collect, use, or disclose your health information for some of the above purposes.



## CONTACT INFORMATION

Privacy Office: 416-323-7702 | [privacy@wchospital.ca](mailto:privacy@wchospital.ca)  
Department of Health Information: 416-323-6098 | [requestforrecords@wchospital.ca](mailto:requestforrecords@wchospital.ca)  
View our privacy information online: [www.womenscollegehospital.ca/privacy](http://www.womenscollegehospital.ca/privacy)  
You have the right to file a complaint with the Information and Privacy Commissioner of Ontario:  
2 Bloor Street East, Toronto ON M4W1A8 | [info@ipc.on.ca](mailto:info@ipc.on.ca) | 1-800-387-0073 | [www.ipc.on.ca](http://www.ipc.on.ca)