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

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
Department of Health Information: 416-323-6098 | requestforrecords@wchospital.ca
View our privacy information online: 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 | 1-800-387-0073 | www.ipc.on.ca