



Understanding our Privacy Program

In accordance with the Personal Health Information Protection Act, 2004 (PHIPA), CMHA-Oxford wishes to inform you of our information practices with respect to the collection, use, protection, access, and disclosure of personal health information.

Definitions:

Personal Information (or, PI) is information that can uniquely identify a person. (i.e., complete name, postal code, date of birth).

Personal Health Information (or, PHI) includes oral and written information about an individual. It may include information about a person's physical or mental health, family health history, health care services received by the person, the identity of the person providing care to the individual, the person's individual health number, or the identity of an individual's substitute decision maker.

Circle of Care

Circle of Care refers to those in the health care team who are actually involved in the care or treatment of a particular client. Circle of care agencies are those whose primary focus is the provision of health care.

Individual and/or agencies who are involved in the care of the client but whose primary purpose is not the provision of health care are not considered to be part of the Circle of Care. Ongoing communication and sharing of history and treatment information requires a written, express consent. Information can be shared where required by law or when a risk to self or others exists.

Circle of Care Partners	Non-Circle of Care Partners
"Primary Purpose is the provision of health care services "	"Primary Purpose is not the provision of health care services"
Examples include but are not limited to: a) Health Care practitioners or groups of health care practitioners e.g. GP's b) Hospitals - public or private	Examples include but are not limited to: a) Family b) Children's Aid Society c) Housing Supports

We are committed to Protecting Your Privacy

As an individual who receives services at any of the CMHA Oxford sites, your personal information (your name, date of birth, address, and your personal health history / records of your visits) is essential to your care team. It allows us to provide you with the best possible care. We value the importance of treating your personal health information with respect and sensitivity.

We work as part of a team (within CMHA and with service providers in the community). Health information is shared between the team members as needed, including your family physician and other involved community service providers (Circle of Care). You can request that your information not be shared.

Our privacy program is designed to regulate how we collect, use, disclose, retain, and protect your personal health information. We believe it is important for you to know about this process. CMHA's policy and procedures are developed within the best practice guidelines as per the Canadian Standards Association Privacy Codes found in the Personal Health Information and Privacy Act (PHIPA-2004). CMHA will apply a CSA Model Privacy Code to all of information it collects uses and discloses as it applies to staff, volunteers and students.

Why we collect your personal health information

Your verbal, written and electronic personal health information is collected, used, disclosed and retained to provide service to you , to support the administration of health care services, for the purpose of conducting research, collecting statistics, to comply with legal and regulatory requirements, and for teaching purposes. Your express consent will be required for any other purposes.

How we use your personal health information

- To find your record quickly
- To provide you with effective service and the most appropriate treatment. This may include sharing your information with other health care facilities involved in providing treatment for you
- To comply with legal and regulatory requirements. For example, we collect your health card number as it is required for the processing and funding of your health care services
- To support research projects approved by a Research Ethics Board
- To improve quality and efficiency. For instance, your personal health information could be used for training purposes

Your Personal Health Information rights

- You give permission (consent) to how your personal health information is collected, used, and shared
- To access this information
- To make corrections to your records
- You have the right to withdraw consent at any time, except in specific instances where the law requires the information to be disclosed

When we disclose your personal health information

- It may be necessary to disclose your personal health information to someone that you have designated to act on your behalf. For example, your substitute decision maker
- A public authority, where required by law, for example- Children's Aid Society
- A Health regulatory agency, if health regulations or laws require personal health information. For example, statistical reporting, and health care management
- All staff, students, volunteers are required to sign a Privacy Pledge and this remains in effect if/when they no longer work at CMHA; periodic audits are performed to monitor inappropriate access
- Any third party provided you have consented to the disclosure (eg. Your insurance company)

If you have any questions please call our Privacy Officer:

Mike McMahon

522 Peel Street Woodstock, ON N4S 1K3

519-539-8055 ext. 214

Fax- 519-539-8017

mikemcmahon@cmhaoxford.on.ca

Individuals may also make an enquiry/ complaint directly to the Office of the Information and Privacy Commissioner. The Commissioner may be reached at:

Information and Privacy Commissioner/Ontario

2 Bloor Street East Suite 1400

Toronto, Ontario M4W 1A8

Tel. (416) 326-3333 or 1-800-387-0073

TDD/TTY (416) 325-7539

Fax (416) 325-9195 info@ipc.on.ca