

## ACCESS

If you would like to access or obtain a copy of your health record after you have been discharged, please contact our Release of Information Office at 905-895-4521 ext 2635 or ROIHealthRecords@southlakeregional.org

## CORRECTION

We strive to keep your information up-to-date and accurate. At your request, we have a process for you to have your information updated or corrected.

If you believe that the personal health information we have recorded about you is inaccurate or incomplete, please raise this with your care provider or contact the Release of Information Office at 905-895-4521 ext 2635 or ROIHealthRecords@southlakeregional.org

## YOUR CHOICES

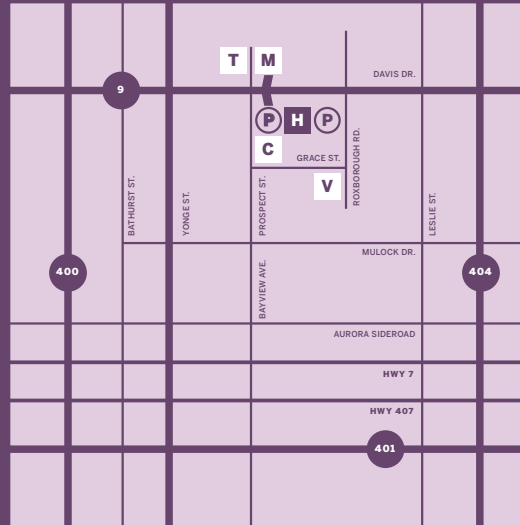
Your family and friends may be told general information about you, such as your location in hospital and your health condition unless you expressly direct us not to give this information.

If you wish to limit any part of the information about you or your care, please inform a member of your healthcare team or contact the Privacy Office at 905-895-4521 ext 2395.

## FUNDRAISING

After 60 days from your attendance at the hospital, the Southlake Regional Foundation will contact you about helping further advance the hospital. At any time you may indicate that you do not want to be contacted. Please inform a member of your healthcare team or contact the Southlake Foundation directly by phone 905-836-7333.

## HOW TO FIND US



**V** Southlake Village,  
640 Grace Street

**C** Stronach Regional  
Cancer Centre

**M** Medical Arts Building,  
581 Davis Drive

**T** The Tannery Mall,  
465 Davis Drive

Southlake Foundation,  
581 Davis Drive

**P** Parking

**H** Southlake Regional  
Health Centre

Bridge over Davis Drive – accessible from P3 of the  
Parking Garage and Level 3 of the Medical Arts Building.

For more information about our privacy practices or to raise a concern, please contact:

**Southlake Regional Health Centre**  
Privacy Office

Tel: 905-895-4521, ext. 2395  
596 Davis Drive  
Newmarket, ON L3Y 2P9  
Privacy@southlakeregional.org

[www.southlake.ca](http://www.southlake.ca)

# Your Privacy and Personal Health Information

A GUIDE FOR PATIENTS



## YOUR PRIVACY

Access to your personal health information (“PHI”) is available to you, as well as those who need it to provide you with care or support. This includes: physicians, nurses, technicians, therapists and other health professionals. When collecting and using PHI, we take all possible measures to ensure your privacy and confidentiality is protected.

## HOW WE PROTECT YOUR PHI

Southlake takes every available opportunity to ensure your PHI is protected. The following are some examples of the specific steps that we take to protect your privacy while providing you with safe, high-quality care:

- **Physical measures:** for example, use of lockable filing cabinets and restricting access to offices;
- **Organizational measures:** for example, limiting access to your PHI only to those who require it and by conducting routine audits of our electronic records systems to ensure appropriate access;
- **Technological measures:** for example, the use of passwords, system access controls and encryption where appropriate.

## WHY WE COLLECT YOUR PHI

We collect PHI directly from you or from the person acting on your behalf so that you can be easily identified each time you visit Southlake. The PHI that we collect from you may include:

- Your name, date of birth, address, health history, and information regarding your previous visits to Southlake.

Access to your PHI is available only to those professionals who need it in order to provide you with the care that you need.

## HOW WE USE YOUR PHI

- To identify your record quickly and accurately each time you visit Southlake;
- To provide you with the most appropriate care and treatment when you visit Southlake;
- To comply with legal and regulatory requirements, for example, we collect your health insurance number because it is required to fund health care services;
- To improve the quality and efficiency of the health care services that we provide, through our patient satisfaction surveys;
- To share your contact information with Southlake Regional Health Centre’s Foundation, who work to support excellence in health care by raising funds for equipment, education and the improvement of patient care;
- To communicate or consult about your health care with your physician(s) and other health care providers;
- To aid in health system planning and research.



## WHEN DO WE DISCLOSE YOUR PHI

Your PHI may only be disclosed in circumstances that support the delivery of care or as authorized by law:

### HEALTH REGULATORY AGENCIES

**EXAMPLE:** for OHIP billing

### YOUR NEXT OF KIN OR LEGAL

**REPRESENTATIVE:** A person you choose

### HEALTH REGULATORY AGENCIES

**EXAMPLE:** for OHIP billing

### OUR FOUNDATIONS:

*Can opt-out if you do not wish to be contacted*

### OTHER HEALTHCARE

### ORGANIZATIONS/PROFESSIONALS:

*Directly or through shared health information systems to support provision of care, unless directed not to*

### PATIENT SATISFACTION SURVEYS:

*Can opt-out if you do not wish to be contacted*

**PUBLIC AUTHORITIES:** *As permitted and required by law, for example Public Health*

## YOUR PRIVACY RIGHTS

As part of our commitment to openness, and accountability, you have the right to:

- Access your personal health information;
- Request a correction to incomplete or inaccurate information in your health record;
- File a complaint with our Privacy Office, who will investigate any matters about our privacy practices and take all necessary action to resolve such complaints;
- Escalate your privacy complaint to the Information and Privacy Commissioner of Ontario if you are not satisfied with Southlake’s efforts.