

ACCESS

If you would like access to your health record please contact our Health Information Office at 905-895-4521 ext. 2315 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 (PHI) we have recorded about you is inaccurate or incomplete please raise this with your care provider or contact the Health Information Office at 905-895-4521 ext. 2315 or ROIHealthRecords@southlakeregional.org

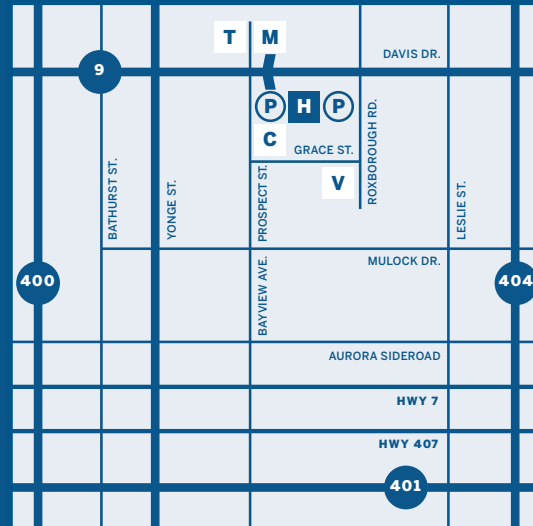
YOUR CHOICES

Your family and friends may be told general information about you such as your location in the 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. 2581.

FUNDRAISING

After 60 days from your attendance at the hospital, the Southlake Regional Health Centre 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
 - M** Medical Arts Building, 581 Davis Drive
Southlake Foundation, 581 Davis Drive
 - H** Southlake Regional Health Centre
 - C** Stronach Regional Cancer Centre
 - T** The Tannery Mall, 465 Davis Drive
 - P** Parking
- └** 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. 2581 or privacy@southlakeregional.org
596 Davis Drive
Newmarket, ON L3Y 2P9
southlake.ca



Your Privacy and Personal Health Information

A GUIDE FOR PATIENTS

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YOUR PRIVACY

Access to your 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:** the use of lockable filing cabinets and restricting access to offices.
- **Organizational measures:** 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; and
- **Technological measures:** 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 for purposes of correctly identifying you, accessing your historical records and documenting new information. The PHI that we collect may include:

- Your name, date of birth, address, and health history

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;
- 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 the 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:

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 PHI;
- 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.