

Your Personal Health Information

Your Personal Health Information (PHI) is important in allowing us to provide you with better services. Often times that information is used in coordinated care planning to determine your health service and support needs.

Your assessment and Coordinated Care Plan may include details on:

- Your physical and mental health
- Your personal health history
- Assessments you have completed with Helping Hands

Unless you tell us not to, we share your Coordinated Care Plan information with other health service providers who will provide you with support now and in the future.



Sharing Your PHI

We use a secure electronic system to share your health information with other health service providers. This allows them to view the information they need to provide you with the services you need.

If you have agreed to share your Personal Health Information, the information in your assessment and Coordinated Care Plan will be used to:

- Provide health support and services based on your needs
- Make sure your health service providers have the most up-to-date and complete record of your health history and needs
- Help us understand your care goals and to provide the services you need
- Make sure everyone is getting the right support and services



Privacy and Security of Your Information

The Personal Health Information collected in your Coordinated Care Plan belongs to you. The privacy and protection of your PHI is a priority. In the coordinated care process, we only collect the health information we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

- Your health information is kept in a secure place
- Your health information will only be viewed by authorized people who deliver your services
- All health service providers have signed contracts to keep your information confidential
- When a person views your information, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information.
- Information is stored and/or disposed of according to the law
- We will investigate any suspected breach or unauthorized access to your Personal Health Information

Your Privacy Choices

Please speak to your usual health service provider or our Privacy Officer, if you want to:

See your own Coordinated Care Plan: You can request a copy of your Coordinated Care Plan at any time.

Correct your own Coordinated Care Plan: You can ask to have information in your Coordinated Care Plan corrected or updated.

Opt-Out: You may choose not to share your information with other health service providers. You may also choose to have your basic personal information (like name, phone number, city) blocked from health care workers who view CCT.

To choose to withhold your consent to share your Coordinated Care Plan information or your basic identifying information, call the Consent Call Centre toll free at: **1-855-585-5279 (TTY 1-855-973-4445)**.

If you would like to know more about how your Personal Health Information is handled and shared with our partner organizations, feel free to ask our Privacy Officer. They will be happy to answer any questions that you might have.

terris@hhorillia.ca or call 705-325-4299 Ext. 317

The Privacy Commissioner

If you have any issues or concerns about how your health information is being handled, you have the right to contact the **Information and Privacy Commissioner of Ontario** at:

**2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 416-326-3333
or, 1-800-387-0073
Online: <http://www.ipc.on.ca>**



Privacy and Your Assessment



**A Guide to the
Collection, Use
and Sharing of Your Personal
Health Information**



