

Privacy

All personal and personal health information shared, collected, created or otherwise obtained and/or held by the Kawartha North FHT is addressed in accordance with the requirements of the Personal Information and Electronic Documents Act (PIPEDA) and Personal Health Information Act (PHIPA) and applicable Canadian privacy legislation.

Privacy Statement

As we provide you with care, the Kawartha North Family Health Team is bound by law and professional and employment obligations to protect your privacy and the confidentiality of your personal health information.

We may collect personal health information either from you or from person(s) acting on your behalf. The personal information we collect may include your date of birth, health card number, address, health history, and a record of past health professionals involved in your care.

KNFHT will not collect personal health information indiscriminately or unnecessarily. Both the amount and the type of information collected will be limited to that which is necessary to fulfill the purposes identified.

Uses and Sharing of Personal Health Information

KNFHT identifies the purposes for the collection of personal health information to include:

Purpose(s):

- Making decisions about the types of services you may need;
- Providing your direct care;
- Communicating with other service providers;
- Monitoring and evaluating of services;
- Conducting strategic planning, quality control, research, teaching, risk management and allocating resources within the organization;
- Verifying payment by the Ministry of Health and Long-Term Care and other funders (e.g. insurance companies); and
- Meeting legal and regulatory requirements.

Except for information collected in the day-to-day delivery of Primary Health Care services, the purposes shall be specified at or before the time of collection; depending upon the way in which the information is collected, this can be done orally or in writing.

When personal health information that has been collected is to be used or disclosed for a purpose not previously stated, you will be advised of the new purpose prior to use or disclosure.

Consent

You may choose not to give consent for some of these uses, subject to some legal exceptions, by contacting the Kawartha North Family Health Team.

If you do consent, you may withdraw your consent at any time. You cannot withdraw consent retroactively. Withdrawal may be subject to legal or contractual restrictions and reasonable notice.

We will not deny you care should you not consent to some of these uses and disclosures of your personal health information. However, we not be able provide you proper care if you do not consent to us using or sharing the health information we consider necessary. We will outline to you the consequences, if any, of not consenting to our using this information for your care.

There may be circumstances where we are not allowed to assume we have your consent to release information. For example, we must have your permission to give your personal health information to people who do not provide direct health care to you, like an insurance company or employer.

We will also need your consent to communicate with any of your family members or friends with whom you would like us to share more detailed health information about you.

Protecting Your Health Information

The Kawartha North Family Health Team takes many steps to protect your personal health information from unauthorized collection, use and sharing. Physical, administrative and technology safeguards are in place to protect your personal information. We train staff to collect, use and share our patients' health information only as necessary to fulfill their duties in providing care.

We conduct audits and complete investigations to monitor and maximize our patients' privacy.

You have a right to request that some or all of your health record(s) not be disclosed without your specific consent.

Access to Your Health Information

With only a few exceptions, you have the right to see what personal health information we have on file. We can identify what records we have and can assist you to understand this information. You have the right to ask that information be corrected if you believe there are errors.

Questions and Concerns

We encourage you to contact us with any questions or concerns you might have about your privacy.

If you have any questions or concerns about how your personal health information is being handled by any employee of the Kawartha North Family Health Team, you can reach us at:

Marina Hodson, Chief Privacy Officer
Kawartha North Family Health Team
PO Box 129, 50 Colborne St.
Fenelon Falls ON K0M 1N0

We will investigate and respond to your questions and/or concerns promptly. In most cases, issues will be resolved internally.

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, or at any time, you may contact the Privacy Commissioner of Ontario:

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario
M4W 1A8
Phone - Toronto Area: 416-326-3333
Long Distance: 1-800-387-0073 (within Ontario)
Fax: 416-325-9195
TDD/TTY: 416-325-7539
info@ipc.on.ca