



## **Privacy Statement (Ontario - PHIPA)**

Senior Support Services - CPHC is committed to protecting your privacy and meeting all the requirements of Ontario's Personal Health Information Protection Act (PHIPA), Bill 31, that became effective November 1, 2004.

### ***What is personal health information?***

Personal health information is identifying information that is collected about your health or health care history.

### ***What information does CPHC collect?***

- Your name, primary address and phone number
- Your date of birth, health card number
- Your health insurance number
- Languages spoken
- Your current medical situation, diagnoses, medications, allergies and past medical conditions
- Personal health and social history for yourself/family
- The reason you require services
- Any special care instructions for us from you

### ***What will CPHC do with the information?***

- Assess your needs based on the information collected.
- Provide health and social services relevant to your needs.
- Share your information with others involved in planning and providing your care.

### ***Can you refuse to provide information?***

The choice to share personal health information is yours; however, your decision to withhold information may limit our ability to meet your needs.

### ***Who will CPHC share/disclose information to if you give your consent?***

To meet your identified needs and provide services, there is a need to communicate with the health care providers involved in your care ("Need to Know"). The consent you give on admission to CPHC services is for consent to share with the following health care providers as needed:

- Home Care Funders (e.g. Community support services care planning)
- Primary Health Care Provider (e.g. physician, nurse practitioner, RN, RPN, dietitian, pharmacist, physiotherapy, emergency contact)
- CPHC Team Members (e.g. manager, coordinator, PSW, volunteer)
- Other health or social agencies
- Other contractors or funders (e.g. WSIB, Insurance company, DVA, MOH)
- Designated family members and caregivers
- Quality reviews (e.g. chart audits, by regulatory bodies)

Disclosure of your personal health information beyond the above would require CPHC to ask you for additional consent. If you identify exception(s) to the sharing of information, it will be recorded and respected.

***How does CPHC protect my health records?***

Once you are no longer receiving CPHC services, your health record will be stored at the CPHC office. CPHC follows detailed policies to ensure confidentiality, retention and destruction of personal information. CPHC takes all reasonable steps to protect your personal health information from loss, unauthorized access, destruction or alteration.

***Can I view my health record for any changes or corrections?***

CPHC staff/volunteers will make every effort to ensure that your personal health information is accurate, complete and up-to-date. If there are changes to your information please notify us as soon as possible.

If you believe that the information in our records may be inaccurate, we have a procedure that outlines how you may access, verify and correct the record.

***How can I request to access my health record?***

You may make a written request to see your health record. CPHC may take up to 30 days to respond to your request. CPHC will check your photo identification to ensure your confidentiality and will ask you to sign a release for the record.

**If you wish to obtain more information or speak to someone at CPHC about privacy issues, please contact the CPHC Privacy Officer:**

**Tina Montgomery, Executive Director  
2235 Parkedale Ave.  
Brockville, Ontario  
K6V 6B2  
Phone: 613-342-1747 x 2051  
Fax: 613-342-7582  
tmontgomery@cphcare.ca**

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