

## Your Personal Health Information

**Personal health information (PHI)**, also referred to as protected **health information**, generally refers to **demographic information**, medical history, test and laboratory results, **insurance information** and other data that is collected by a **health care professional** to identify an individual and determine appropriate care.

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

Your assessment may include details on:

- Your physical and mental health
- Your personal health history

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

Your Personal Health Information PHI is **not** accessed by other service providers until you are requiring their services. Your PHI is only viewed by the specific authorized staff involved in your care.

## Sharing Your PHI

We use a secure electronic system (ex NesdaTrak Vault, interRAI CHA) 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 PHI, the information in your assessment will be used to:

- Provide health support and services based on your needs
- Make sure your providers have the most up-to-date and complete record of your health history and needs
- Help us see where there might be gaps or overlaps so we can provide services where they are most needed
- Make sure everyone is getting the right support and services



## Privacy and Security of Your Information

The personal health information collected in your assessment belongs to you. The privacy and protection of your PHI is a priority. In the assessment 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 services providers have signed contracts to keep your information confidential
- 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 care provider or our Privacy Officer, if you want to:

**See your own assessment:** You can request a copy of your assessment at any time.

**Correct your own assessments:** You can ask to have information in your assessment corrected or updated.

**Opt-Out:** You may choose not to share your information with other health service providers.

If you choose to opt-out you may be required to repeat the same information to another service provider.

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.

*Senior Support Services—CPHC  
Privacy Officer:*

*Tina Montgomery, Executive Director  
1-613-342-1747 x 20501  
tmontgomery@cphcare.ca*

## 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  
TDD/TTY: 416-325-7539  
[info@ipc.on.ca](mailto:info@ipc.on.ca)  
Online: <http://www.ipc.on.ca>**



**Senior Support Services**  
*Supporting Seniors Independence  
at Home and in the Community.*

## Privacy and Your Assessment

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

