

The Personal Health Information Protection Act, 2004 (PHIPA) sets out the rules that persons or organizations (defined as “health information custodians” or “healthcare providers”) must follow when collecting, using, disclosing, retaining and disposing of personal health information.

Who Are Health Care Information Custodians?

- Health care providers, such as doctors, nurses, dentists, physiotherapists, chiropractors, psychologists, massage therapists, optometrists, dieticians, naturopaths and acupuncturists
- Hospitals
- Long-term care homes
- Homes for special care
- Community Care Access Centres
- Community mental health programs
- Pharmacies
- Medical laboratories
- Ambulance services
- Local Medical Officers of Health
- The Ministry of Health and Long-Term Care

Your Privacy Is Important

At Bluewater Health, respecting your privacy is important to us. In addition to PHIPA, we have rules outlined in our Privacy Policy to make sure your information remains private.

What Type of Information Do We Collect About You?

To provide you with quality health care, we collect both personal and health information from you. Your name, date of birth, address, Health Card Number and extended health insurance numbers, are examples of

personal information. Your health history, the records of your visits to the hospital, and what health care we provided to you during these visits are examples of your health information.

Do We Share Your Personal Health Information With Anyone Else?

We do share your personal and health information with health care providers at other hospitals, health care agencies, nursing homes, etc., who become part of your health care team for the purpose of your continuing care. We also share information with government agencies where provincially mandated. Please contact the Bluewater Health Privacy Office for a list of agencies we share your information with. [PHIPA governs what information we can share with these agencies.](#)

How Is Your Information Used?

The information we collect from you is used:

- To provide you with quality health care and follow up in the community
- To carry out quality assurance
- To comply with legal statutory requirements
- For education to keep health care practitioners up to date and to train new health care practitioners for the future
- For research to make our facility the best we can be and to help develop new treatments and technologies for the future
- To notify your religious affiliation representative*
- For patient satisfaction surveys to see how we are doing*

*If you do not want your information to be used for these purposes, please notify us. We will not use your

information for any other purpose without your specific permission.

What Are Your Rights Under PHIPA?

PHIPA gives you the right to:

- Give permission or consent** to how your personal health information is collected, used and shared
- Request access to your own health records
- Make corrections to your records

**The act allows for two types of consent:

- 1) Implied consent: Generally your health care provider will assume that you consent to the sharing of your health information for the purpose of providing health care to you. For example, when your family physician refers you to another physician, he or she will assume that you give permission to share your health information with this physician – unless you specifically refuse.
- 2) Express consent: In certain cases, your health care provider is required to request your consent – either orally or in writing or electronically, before sharing your personal health information. For example, before your physician can disclose your personal health information to someone who is not a health information custodian under PHIPA, such as your employer, your express consent must be obtained.

How You Obtain More Information

You may access and correct your personal information by contacting the Bluewater Health Privacy Office. For more information regarding your personal information, our privacy protection practices, or for a copy of our privacy policy, please contact:

Bluewater Health Privacy Office

Phone: (519) 464-4400, Ext. 8528

Email: privacy@bluewaterhealth.ca

Further information can also be obtained by visiting our website at:

www.bluewaterhealth.ca

Navigate to “Patient Info”; “Protecting Your Privacy”

Additional information regarding PHIPA can be found in the IPC leaflet, *Your Health Information: Your Rights, Your Guide to the Personal Health Information Protection Act, 2004*, or by contacting:

Information & Privacy Commissioner Of Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario N4W 1AB

Phone: (800) 387-0073

Fax: (416) 325 9195

Email: info@ipc.on.ca

Fragrance Policy - Personal fragrances cause health risks. Please refrain from wearing fragrances when visiting the hospital sites.

Latex Policy - Latex rubber causes health risks. Please do not bring latex balloons onto hospital property.

Smoking Policy - Smoking is not permitted in or on hospital property.

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