

Privacy: A Guide for Patients

Our Commitment to Privacy

At Bluewater Health we understand that effective healthcare delivery depends on an atmosphere of trust between patients and caregivers. You can trust that we respect:

- Your right to **access** your personal health information;
- Your right to request **correction** of incomplete or inaccurate information contained in your health record; and
- Your right to have your personal health information kept **confidential**.

Personal Health Information means *identifying* information about you related to:

- Your physical or mental health;
- Providing healthcare to you;
- Your health number;
- Your substitute decision maker; and
- Other information included in your health record.

Please contact Bluewater Health's Privacy Officer at 519-464-4400 Ext. 5258 for more information or to raise a concern about the protection of your privacy.

Your Rights

ACCESS:

If while an inpatient you would like to access your health record, ask one of your care providers to arrange a time when a care provider can review your entire record with you. If you would like to have access to the record after having been discharged or wish to obtain a copy of it, please contact our Health Records department at 519-464-4400 Ext. 5435.

CORRECTION:

If you believe that the personal health information we have recorded about you is inaccurate or incomplete, please raise this with your care provider or write to our Privacy Officer.

CONFIDENTIALITY:

You may challenge our compliance with our pledge to protect your privacy:

- We take steps to protect your personal health information from theft, loss, and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us also protect your privacy and only uses your personal health information for the purposes you have consented to.

Your Choices

You may opt out of some of our programs by contacting us:

PATIENT DIRECTORY: Your name, location in the hospital and your general health status are provided to people who telephone to ask about you. If you want to be removed from the directory, tell your admitting clerk or speak to your care provider.

FUNDRAISING: If you disagree with being contacted by mail to be asked to support Bluewater Health, please contact the Privacy Officer.

RELIGION: Your name and location in the hospital are given to a hospital chaplain who may visit with you. If you do not want a visit, simply do not provide us your religion during the admitting process.

Our Information Practices: Collection of Personal Health Information

We collect your personal health information directly from you or from the person acting on your behalf. The personal health information we collect may include, for example, your contact information, medical history, and records of the care you received during prior visits to Bluewater Health. We may also collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to us as is necessary to:

- Treat and care for you;
- Get payment for your treatment and care (from OHIP, WSIB, your private insurer, others);
- Plan, administer and manage the hospital and its programs;
- Conduct risk management activities;
- Conduct quality improvement activities (such as sending you a patient satisfaction survey);
- Teach;
- Conduct research;
- Compile statistics;
- Comply with legal and regulatory requirements; and
- Fulfill other purposes or as required by law.

As well, we may disclose your mailing address to Bluewater Health Foundation, so it may conduct fundraising to improve our healthcare services and programs.

Information Privacy Commissioner of Ontario

If dissatisfied with the outcome of a complaint lodged with the Bluewater Health Privacy Officer it is your right to make a complaint to the Commissioner ([Information Privacy Commissioner of Ontario www.ipc.on.ca](http://www.ipc.on.ca)):

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8

The office can be reached by telephone at 416-326-3333 or 1-800-387-0073 or email at info@ipc.ca.