

Protecting the Privacy of Your Personal Health Information

Your Privacy is Important to Us!

Alzheimer Society Peel (ASP) treats your health information with respect and sensitivity, and does so in accordance with Ontario's Personal Health Information Protection Act (PHIPA), and other applicable legislation.

We protect your privacy by only collecting, using and sharing your health information as permitted or required by law. We have security safeguards in place to protect your health information from theft, loss and unauthorized access or disclosure, and we train our staff and students on privacy and their obligation to protect your personal health information.

- How is your information disclosed
- Circle of Care
- Our commitment to you
- Your rights
- Reviewing or Obtaining YOUR health records
- Consent Form for Release of Person Health Information
- Third Party Requests for Health Records
- For more Information

How is Your Information Used and Disclosed?

We have electronic and paper records of your personal health information that are updated regularly as you receive services from the Alzheimer Society Peel. This information is used by our staff and students involved in your care.

We assume your consent to share your health information with external health-care providers involved in your care under our circle of care philosophy, such as hospitals, Community Care Access Centre (CCAC), Police and Ambulance services. We may also ask those same health-care providers for information about you, if we need it while supporting you.

We may also collect, use and disclose your personal health information on a need to know basis for other purposes, including to:

- Educate our students and staff
- Notify you of a change to an appointment of service
- Compile statistics
- Plan, administer and manage our internal operations
- Enhance safety and security
- Conduct risk management and quality improvement activities
- Conduct satisfaction surveys
- Fundraise (your name and address only)
- Obtain required information for patients detained under the Mental Health Act or Criminal Code of Canada

- Refer you (after consent is gained) to a community partner, who may be able to assist you in accessing available community services.
- External electronic health record systems such as: Client Information Management System (ACORN), Integrated Assessment Record (IAR), and Health Partner Gateway (HPG CCAC) and to facilitate the provincial government's goal of providing a commonly available electronic health record.
- Comply with legal and regulatory requirements

Circle of Care

We may collect, use and disclose personal health information on a need to know basis with the "Circle of Care", which includes:

- **Our staff** who need to know to provide care, including: physicians, nurses, technicians, therapists and other health care professionals
- **Other health care providers** who are not our employees but may be required to assist in providing health care for you, including:
 - Hospitals – public, psychiatric and private
 - Ambulance Services
 - Police Services
 - Community Care Access Centres (CCAC) This includes Health Links
 - Physicians

We're committed to:

- Asking permission of you before disclosing any information for the purposes of making a referral to an external partner not listed above under the Circle of Care Section, as well as any service not related directly to care (e.g. insurance companies, lawyers etc), unless otherwise required by law.

Your Information, Your Choice

You may withdraw your consent for some of the different ways we use or disclose your personal health information by contacting us (subject to exceptions, such as where disclosures are required by law or contractual obligations).

Unless you tell us differently, we may:

- **Share** your information with provincial electronic health information databases.
- **Disclose** your contact information (name and address only) to our Fund Raising department so that they may conduct fundraising to improve our health care facilities, services and programs. This includes newsletters and notices for regulatory items (Annual General Meeting notification)
- **Disclose** your information relevant to the provision of care or navigate the healthcare system as identified in the Circle of Care section.

You have the right to:

- Withdraw consent for some of the above uses and disclosures by contacting us;

- Access and / or request corrections to personal health information you have legal rights to. For more information about our privacy practices, to discuss withdrawing consent, or to raise privacy concerns or complaints, please contact:

Privacy Officer
Alzheimer Society Peel
60 Briarwood Avenue
Mississauga ON L5C 3R9
(905) 278-3667 extension 204
c.rawn-kane@alzheimerpeel.com

For more information about accessing or correcting personal health information, please contact:

Privacy Officer
Alzheimer Society Peel
60 Briarwood Avenue
Mississauga ON L5C 3R9
(905) 278-3667 extension 204
c.rawn-kane@alzheimerpeel.com

If you are not satisfied with our response to your privacy concerns, you can call or make a formal complaint to the Information and Privacy Commissioner of Ontario at:

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Tel: 1-800-387-0073
www.ipc.on.ca

How to Request YOUR Health Record

- Clients of ASP or their eligible substitute decision makers are entitled to access their health information.
- All requests must be made in writing by completing the Consent for Release of Personal Health Information form, which can be accessed [here](#).
- Records are processed according to medical priority sequencing and will be completed in a timely manner. In accordance with the “Personal Health Information Protection Act” PHIPA, we have up to 30 days to process a completed request, but we strive to complete your request as soon as possible. Please discuss timelines further with Release of Information staff.
- Release of Information staff are unable to interpret or advise on health issues or on the care documented in the records. We recommend that health information be reviewed in conjunction with your health care provider, so that interpretation may be provided if necessary.
- E-mail is not considered a safe and secure means of communication. We do not use e-mail to respond to requests for health records.

- Completed requests can be mailed, faxed or hand-delivered to the Alzheimer Society Peel – Release of Information. Contact details are as follows:

Release of Information Contacts	
Phone number:	(905) 278-3667 EXTENSION 204
Fax number:	(905) 278-3674
Mailing address:	Alzheimer Society Peel – Release of Information 60 Briarwood Avenue Mississauga, ON L5C 3R9
Hours of operation:	Monday to Friday, 0800-1530 hrs

Is there a fee?

- There is no fee for providing your health information.

Third Party Requests for Health Records:

All third party requests for health records must be:

- Made in writing, detailing the specific information and time-period being requested
- Be accompanied by a valid consent form signed by the patient or the substitute decision maker. Alzheimer Society Peel’s Consent for Release of Personal Health Information form can be used.
- E-mail is not considered a safe and secure means of communication. We do not use e-mail to respond to requests for health records.
- Be mailed, faxed, or hand-delivered to the *Alzheimer Society Peel– Release of Information*. Contact details are as follows:

Release of Information Contacts	
Phone number:	(905) 278-3667 EXTENSION 204
Fax number:	(905) 278-3674
Mailing address:	Alzheimer Society Peel-Release of Information 60 Briarwood Avenue Mississauga ON L5C 3R9
Hours of operation:	Monday to Friday, 0800-1530 hrs

For more information:

- For additional information about accessing, requesting, or correcting health records, please contact our Chief Privacy Officer (905) 278-3667, ext. 204
- If you have questions or to raise concerns/complaints about privacy, please contact our Chief Privacy Officer at (905) 278-3667 ext. 204