

OUR PRIVACY COMMITMENT TO PATIENTS

Collection of Personal Health Information

Protecting your privacy is fundamental to Kingston General and Hotel Dieu Hospital's commitment to treating our patients with dignity, compassion and respect; it is also the law. Personal health information includes information such as your name, date of birth, address, health history and records of your visits to the hospital and the care that you received during those visits. Occasionally, we collect personal health information about you from other health information organizations or providers if we have obtained your consent, or as the law permits.

Uses and Disclosures of Personal Health Information

We use and share your personal health information to:

- plan and deliver your health care programs and services. This may include sharing your health information with:
 - other approved health information organizations or providers (e.g. Community Care Access Centre, family physicians, community mental health)
 - eHealth Ontario and other regional/provincial systems (e.g. Ontario Lab Information System, Regional Infection Control System)
 - other allied health care professionals who will provide your follow-up care
- perform activities to improve and maintain the quality of the care that we deliver to you;
- conduct risk management activities;
- teach health care professionals;
- plan, administer and manage our internal operations;
- obtain payment for delivery of your health care (e.g. from OHIP, WSIB or others);
- fundraise to improve our healthcare services and programs (information limited to name and address);
- support approved health care research;
- comply with legal and regulatory requirements.

Your Choices

- You may withdraw your consent to share your personal health information for research, fundraising or patient satisfaction surveys, and regional health information repositories. Withdrawal of consent is not retroactive and must be provided in writing. Forms are available from the Registration Staff.
- You have the right to see and request correction to your personal health records or withdraw your consent for some of the above uses and disclosures.
- You have the option to request that your personal health information be locked from use and disclosure.
- The law does allow health care providers to unlock your record under certain circumstances.

You can contact the Privacy Office to discuss these options.

Important Information

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

How to Contact Us

If you have any questions or concerns about privacy compliance at our hospital or about how to access your personal health information, please contact the office of the Privacy Officer at:

76 Stuart Street
Kingston, ON K7L 2V7

Phone: (613) 549-6666 ext. 2567

Fax: (613) 548-2445

Email: privacy@kgh.kari.net

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:

2 Bloor Street, East
Suite 1400
Toronto, ON M4W 1A8

Phone: (416) 326-3333 or 1-800-387-0073

Fax: (416) 325-9195

www.ipc.on.ca

For inquiries, requests or complaints about the provincial electronic health record (EHR), please contact eHealth Ontario at:

Phone: 1-866-250-1554

www.ehealthontario.on.ca