

Your Privacy Choices

Please speak to your usual health service provider or our Privacy Officer, if you want to:

See your own information: You can request a copy of your assessments and/or Coordinated Care Plan.

Correct your own Assessments or Coordinated Care Plan: You can ask us to correct any errors or omissions in your assessments or Coordinated Care Plan.

Opt-Out: You may choose not to share your information with other health service providers. You may also choose not to share anything about you including name, phone number, address, etc.

<<Insert potential positive and negative consequences for sharing or not sharing the assessment>>

To choose to withhold your consent to share your assessment, Coordinated Care Plan or your basic identifying information, call the Consent Call Centre toll free at: **1-855-585-5279 (TTY 1-855-973-4445)**.

If you would like to know more about how your Personal Health Information is handled and shared with our partner organizations, or have concern about our privacy practices, feel free to ask our Privacy Officer. They will be happy to answer any questions that you might have.

<<Insert Privacy Officer contact information>>

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
Online: <http://www.ipc.on.ca>**



Privacy and Your Assessment



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

<HSP logo here>

Your Personal Health Information

We use your personal health information (PHI) to provide you with health services. That information is used and sometimes shared with your other providers to determine your health service and support needs and may also be used to coordinate care planning.

Your assessments and Coordinated Care Plan may include information on:

- Your physical and mental health
- Your personal and health history
- <<insert other information that your HSP may collect or use >>

Unless you tell us not to, your personal health information will be shared with other organizations that are providing you with health services, both now and in the future. Sharing assessments, including Coordinated Care Plans, gives health service providers in your community the most complete and up-to-date information about you. Holistic health care depends on a holistic view of your health data to identify and serve your needs.

Sharing your information

We use a secure electronic system 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 Personal Health Information, the information in your assessment and Coordinated Care Plan will be used to:

- Provide health support and services based on your needs
- Make sure your health service providers have the most up-to-date and complete record of your health history and needs
- Help us understand your care goals and to provide the services you need
- Make sure everyone is getting the right support and services



Protecting Your Information

The information in your assessments and Coordinated Care Plan is your information. Our priority is protecting your privacy while delivering high quality care. In the assessment and coordinated care processes, we only collect the information we need to determine your service and support needs. This information cannot be used for any other purposes without your permission unless required by law¹.

- Your health information is kept in a secure place
- Your health information will only be viewed by people we have authorized.
- All health information custodians have confidential legal obligation to protect your privacy.
- When a person views your information, it is recorded in a log. We will review this log regularly to make sure there has been no unauthorized access to your information.
- We will investigate any suspected breach or unauthorized access to, or use of, your Personal Health Information
- Your health information may be used for secondary purposes as authorized by law (e.g. statistical reports for Ministry of Health)

¹ For example, the College of Physicians and Surgeons may need access to information to validate the quality of care you receive from a physician.