

Although you have a right to see your personal health information, this right does not automatically extend to family members and/or friends. If you provide consent to let a family member or friend see your personal health information, then the family member or friend may be allowed access to the part(s) of the personal health record that you have consented to let them see. If you are unable to give consent and/or have a legally authorized substitute decision maker, then this person may be allowed access to your information, in accordance with their legal authority. This person is bound by law to act on your behalf and must make decisions based on their knowledge of what you would wish done if you were able to decide. If you have questions about access on behalf of your family member or friend, please ask the Director of Nursing or Administrator.

Information-sharing

Your personal health information is private. Unless law authorizes sharing it with others, we cannot and will not give out any of your personal health information without your consent.

However, unless you object, the following information will be provided to someone who makes an inquiry about you while you are residing in E.J. McQuigge Lodge:

- Confirmation that you are a resident and your room number
- A general statement about your health status, such as "well, stable, satisfactory, fair, poor, etc."

Specific consent is required to authorize the home to disclose any additional information about you.

From time-to-time, family members or friends might telephone the home and inquire about your well-being. During an incoming telephone call, staff may not be able to verify that the person is who he/she says he/she is. Therefore, to protect the privacy of your personal health information, only a minimal amount of information will be given over the phone.

For more information ...

If you would like to know more about how your personal health information is collected, used, maintained and disclosed, ask the Director of Nursing or Administrator.

If you have a concern about how we manage your personal health information, please contact the Administrator.

E.J. McQuigge Lodge wishes to provide you with the best possible care and service within our resources. We are committed to working to enrich your life and to respecting, supporting and enabling your personal decisions and choices. Our commitment extends to protecting your rights and privacy, including the privacy of your personal health information.



Black Diamond Road
Cannifton, Ontario
2007

Health Information:



Protecting Your Privacy

Keeping your personal health information private is important to us

E.J. McQuigge Lodge provides you with a broad variety of care and services. To meet your needs and serve you well, we need to know personal health information about you.

As an individual, you have the right to know how we collect, use, maintain and disclose personal health information. You have a right to expect that, to the best of our ability, the personal health information held by us remains accurate, confidential and secure.

E.J. McQuigge Lodge has a long-standing commitment to maintaining the confidentiality and security of personal health information, and has a number of practices to protect the privacy of your personal health information. For example, your health information is maintained in a file in a location within the home that has restricted access. Only people who are directly involved in your care and service or who have a legal right to see your file are permitted access to your personal health information.

New privacy legislation and new steps to ensure your privacy

As a Nursing Home, we have always taken care to protect all of your personal information. The Government of Ontario introduced new privacy legislation for all health care providers in the province, effective November 1, 2004.

This legislation, called the *Personal Health Information Protection Act 2004* (PHIPA), requires even more stringent confidentiality of the personal health information of any Ontario citizen held by a "health information custodian." A "health information custodian" (HIC) is a person or organization who needs to know your personal health information for the purpose of delivering health care to you.

E.J. McQuigge Lodge is considered a HIC under this legislation. As such, we have taken additional steps to further protect your personal health information. This *folder* will provide you with information about how we use and how you can gain access to your personal health information.

The information we collect and how we use it

E.J. McQuigge Lodge collects, uses, discloses and maintains facts about you and your health. These facts are collected to help provide care and service or to process payments for health related services. They include:

- Your name, address and Ontario Health card number
- Facts about your health, health care history and the health care that you have been provided
- Facts about payment for your health care.

We use your personal health information for the purpose of planning and delivering care and service to you, and share it only with those members of the care team who need to know the information to plan and provide

the best care and service we can. We also use your personal health information to evaluate your care, make decisions about the types of services that you need and communicate with other service providers involved in your care.

Non-identifying information related to your care and service is used for administration, management, strategic planning, decision-making, research, and the allocation of resources within the home and to meet legal and regulatory requirements.

Your personal health information will not be disclosed without your consent in most circumstances. However, in situations of imminent harm, when consent can not be reasonably obtained, and in cases where disclosure is required by law (such as to the Ministry of Health and Long-Term Care or to Toronto Public Health), consent will not ordinarily be required.

Your right to information Access

You have the right to see or have access to your personal health information, subject to the provisions of PHIPA, and the right to ask us to correct a record if it is inaccurate. You may also ask for and receive, with limited exceptions, a copy of your personal health record or portion thereof, as described in PHIPA.