

Your Health Information Privacy

We are the Rural Frontenac, Lennox & Addington (RFLA) Health Collective - a group of primary care and allied health providers, as well as support staff. We have a shared electronic medical record system and a common privacy policy. We are committed to protecting the privacy of your personal health information and respecting your rights.

How we collect, use and share your personal health information

When you have an appointment with us, we assume that you consent to the collections, use and sharing of your health information to provide you with health care, unless you tell us otherwise. We collect your personal health information to have a full picture of your health and to offer you quality care. Your information is entered into our shared electronic health record system.

We usually only use and share your information with those who provide you with health care, such as our doctors, nurses, residents and other team members. We may also update your health information in your provincial electronic health record with Ontario Health, in order to help coordinate your care with other health care providers.

We may sometimes collect, use or share your health information without your permission, in accordance with provincial privacy laws, including:

- To get a payment for a service we provided to you
- To contact a relative or friend if you are incapacitated
- To report certain diseases to public health authorities
- When necessary to prevent serious harm to you or others
- When we suspect certain types of abuse
- For some types of research projects that do not require your consent; such projects must be approved by a research ethics board and have safeguards for data security in place
- To be used for educational purposes
- To help plan our services; we may also share your health info with certain organizations for health system planning and management

How we protect your personal health information

We have robust privacy policies, procedures and training that comply with applicable privacy laws and regulations, including the Personal Health Information Protection Act, 2004. We only collect the amount of information needed to perform our duties and only use your personal health information for authorized purposes. We protect your information from theft, loss, and unauthorized access, copying, change, disclosure and disposal. We conduct audits and complete investigations, as needed, to monitor and manage our privacy compliance.

Understand your rights

You have the right to:

- ✓ ask to look at and get a copy of your personal health information
- ✓ ask to correct inaccurate or incomplete information.
- ✓ ask us not to collect, use or share your health information for health care purposes
- ✓ be told if your information is stolen, lost or improperly accessed.

To exercise these rights, speak to your provider or clinic staff, or contact the Privacy Officer (see below).

Ask Questions

If you have questions, speak to your health care provider or clinic staff, or contact the RFLA Health Privacy Officer:
Jennifer Snyder | Phone: 613-539-9701 | Email: jennifers@kchc.ca

If you feel that your concerns have not been addressed to your satisfaction, you may also contact:
Information and Privacy Commissioner of Ontario, 2 Bloor Street East, Suite 1400, Toronto, ON M4W 1A8
Phone: 1-800-387-0073 | Email: info@ipc.on.ca | Website: www.ipc.on.ca