

## MINTO-MAPLETON FAMILY HEALTH TEAM

### PRIVACY NOTICE

This notice describes how personal health information (information) about you may be used, collected and shared and how you can get access to this information. Please review it carefully.

#### **OUR LEGAL RESPONSIBILITY**

As one of your care providers, we are legally required to protect the privacy of your information. We collect information about you directly from you or from the person acting on your behalf. The information that we collect may include, for example, your name, date of birth, address, health history, record of your visits and the support you received during those visits. We also may collect information about you from other sources if we have obtained your consent to do so or if the law permits us to do so. We make sure that only those people who need to see your information are allowed to look at it. We protect your information through our administrative policies and by adopting appropriate safeguards and security measures.

Your **information** includes data that identifies you and reports about the care and services you receive at any of the sites of the Minto-Mapleton Family Health Team clinics and physicians' offices. Your record is our property, but the information in your file belongs to you and you may request to view your information at any time.

This notice applies to information in all forms – verbal, written and electronic. It includes all information created by anyone in any of our offices. As a provider of health care services, we are committed to protecting the privacy, confidentiality and security of all information, regardless of whether it is in verbal, written or electronic form.

#### **USE OF PERSONAL HEALTH INFORMATION (INFORMATION)**

We collect, use and share information to:

- Treat and care for you
- Provide appointment or preventative care reminders and/or send patient surveys to you
- Update you of upcoming events, activities and programs
- Deliver and evaluate our programs
- Plan, administer and manage our internal operations
- Be paid or process, monitor, verify or reimburse claims for payment
- Conduct risk management, error management and quality improvement activities
- Dispose of your information
- Seek your permission (or permission of a substitute decision maker) where appropriate
- Respond to or initiate proceedings
- Conduct research (subject to certain rules)
- Compile statistics
- Allow for the analysis, administration and management of the health system
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law

Our collection, use and sharing of your information is done in accordance with Ontario law.

## **MINTO-MAPLETON FAMILY HEALTH TEAM**

### **YOUR RIGHTS REGARDING YOUR PERSONAL HEALTH INFORMATION (INFORMATION)**

You have a right to make choices and control how your information is collected, used, and shared, subject to some limits.

There is no magic age when you become able to make your own decisions about your information. You may make your own decisions if you are “capable”. Your physician or other care provider will decide if you are capable based on a test the law sets out. You may be capable of making some decisions and not others. If you are not capable – you will have a substitute decision-maker (often your parent(s) or guardian) who will make your information decisions for you. Who can act as a substitute decision-maker and what they have to do is also set out in law.

If you are under the age of 16, there are some additional rules to know. If you are capable to make your own information decisions, your parent(s) or guardian will also be allowed to make some decisions about your health record. But they won’t be able to make decisions about any records about treatment or counseling where we asked for your permission alone. We encourage you to share information with your family to have supports you need. And we also encourage you to ask your health care provider questions to find out more about privacy and your family.

We assume that when you come to have health care from us, you have given us your permission (your consent) to use your information, unless you tell us otherwise. We may also collect, use and share your information in order to talk with other health care providers about your care unless you tell us you do not want us to do so.

You have the right to ask that we not share some or all of your information with one or more of our team members or ask us not to share your information with one or more of your external health care providers (such as a specialist). This is known as asking for a “lockbox”.

There are other cases where we are not allowed to assume we have your permission to share information. We may need permission to communicate with any family members or friends with whom you would like us to share information about your health (unless someone is your substitute decision-maker). For example, we will also need your permission to give your information to your school or your boss or to an insurance company. If you have questions, we can explain this to you.

When we require and ask for your permission, you may choose to say no. If you say yes, you may change your mind at any time. Once you say no, we will no longer share your information unless you say so. Your choice to say no may be subject to some limits.

**BUT** there are cases where we may collect, use or share your information without your permission, as permitted or required by law. For example, we do not require your permission to use your information for billing, risk management or error management, quality improvement purposes. We also do not need your permission to share your information to keep you or someone else safe (it’s called to eliminate or reduce a significant risk of serious bodily harm); or to meet reporting obligations under other laws such as for child protection.

**MINTO-MAPLETON FAMILY HEALTH TEAM**

**FOR MORE INFORMATION, COMMENTS OR COMPLAINTS**

We encourage you to contact us with any questions or concerns you might have about our privacy practices. You can reach the MMFHT Privacy Officer, Shirley Borges at:

**Minto-Mapleton Family Health Team**  
**Phone 519-638-2110**  
**11 Andrews Drive West**  
**Drayton ON N0G 1P0**

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario. The Commissioner can be reached at: 1-800-387-0073 or visit the IPC website @ [www.ipc.on.ca](http://www.ipc.on.ca)