

ConnectMyHealth Statement of Information Practices

Viewing Personal Health Information in ConnectMyHealth

ConnectMyHealth is a web-based digital health solution, operated by the HITS eHealth Office at Hamilton Health Sciences (HHS), that provides patients or their Proxy (and other users they authorize) with the ability to view certain parts of the Patient's health records stored in the health information systems of participating healthcare facilities in Ontario Health West Region (Data Contributing Facilities).

A "Proxy" is a person who can be authorized to access ConnectMyHealth in the place of a Patient. A Proxy is able to access and use ConnectMyHealth in the same way that the Patient would otherwise have been able to. For complete details on the ConnectMyHealth Proxy Model, please visit <https://info.connectmyhealth.ca/proxy-access-information>.

All personal health information viewed, used and disclosed via ConnectMyHealth is subject to the *Personal Health Information Protection Act, 2004 (PHIPA)*. Each Participant Organization (e.g., hospital) that collects, retains, uses and discloses a Patient's personal health information (PHI) is known as a Health Information Custodian (HIC), or for ConnectMyHealth, a Data Contributing Facility. Users also play an important role in protecting the health records, as outlined in the ConnectMyHealth User Agreement. Together our role is to protect health records from improper and unauthorized access, which is managed through our privacy and security policies, procedures, and training programs in place.

Our Role

Within the ConnectMyHealth Program Office, and backed by Hamilton Health Sciences Privacy & Security departments, we have implemented strong administrative, physical, and technical safeguards, aligned with industry best practices, to ensure PHI is being transferred, processed, or stored in a way that is protected from theft, loss, unauthorized use, modification, disclosure, destruction or damage. Safeguards include the use of tools (both technological and physical), such as security software, encryption protocols, firewalls, locks and other access controls. As well, we have:

- Appointed a Privacy & Security Lead to support and champion all privacy and security related activities;
- Privacy and threat risk assessments performed on all applicable systems and processes;
- A comprehensive suite of privacy policies and security standards outlining our information handling practices;
- Privacy and security training, as well as role-based training completed by all staff prior to supporting ConnectMyHealth, and again on a recurring annual basis;
- Agreements with Data Contributing Facilities electronic service providers that outline the roles, responsibilities and obligations governing their activities related to ConnectMyHealth; and

- Access controls to ensure individuals are only granted access to personal information or personal health information for the purpose required to perform their role.

Your Choices

ConnectMyHealth provides patients (or their Proxy), and other users they authorize, the ability to easily view health records from across different health care organizations.

It is a Patient's right to access and correct their personal health information at any time. Patients also have the right to authorize or revoke a Proxy's access at any time.

To access Personal Health Information not available in ConnectMyHealth, or to correct any Personal Health Information:

- Contact the Privacy Office of the Data Contributing Facility for more information on accessing, correcting or withdrawing your personal health information in ConnectMyHealth. If you require assistance in determining which health care organization contributed your personal health information for viewing in ConnectMyHealth, please contact the ConnectMyHealth Program Office.

If you wish to close your ConnectMyHealth account, please contact the ConnectMyHealth Program Office's Support Desk (contact information below).

Important Information

- Data in ConnectMyHealth is securely encrypted and available to patients or their Proxy, and users they authorize to view the health records.
- All access to ConnectMyHealth is tracked and logged with ongoing auditing managed by the ConnectMyHealth Program Office's Privacy & Security Lead.
- Privacy and security policies, controls, procedures and training programs serve to protect patient information.

How to Contact the ConnectMyHealth Program Office

For more information about ConnectMyHealth privacy practices or to raise a privacy-related concern, please contact us:

HITS eHealth Office at Hamilton Health Sciences

Requests for ConnectMyHealth Privacy Support:

ConnectMyHealth Program Office's Privacy Service

293 Wellington St. North, Suite 108

Hamilton, ON L8L 8E7

Email: privacy@connectmyhealth.ca

Tel: 1-833-824-0265 ext. 2

Fax: 905-577-8260

Website: <https://info.connectmyhealth.ca>

Requests for ConnectMyHealth Account or Technical Support:

ConnectMyHealth Program Office's Support Desk

Phone: 1-833-824-0265 ext. 1

E-mail: support@connectmyhealth.ca

Please do not send personal health information via email.

The Information and Privacy Commissioner of Ontario is responsible for making sure that privacy law is followed in Ontario. For more information about your privacy rights, or if you are unable to resolve an issue directly with our office and wish to make a complaint, contact:

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, ON M4W 1A8

Email: info@ipc.on.ca

Toll Free: 1-800-387-0073

TDD/TTY: 416-325-7539

Website: www.ipc.on.ca