



PRIVACY COMMITMENT TO CLIENTS

Privacy Practices

St. Joseph's Care Group (SJCG) recognizes that all personal information, including the personal health information of our clients deserves to be treated with respect and sensitivity. We further acknowledge that this information is protected by law under the Personal Health Information Protection Act (PHIPA). We believe that an atmosphere of trust between client and caregiver is important in the delivery of health care. We are committed to protecting your privacy and have policies and procedures in place to ensure confidentiality when collecting, using and disclosing your personal health information.

How is my health information used?

- To provide you with health care
- To comply with legal and regulatory requirements
- To make our health services better and more efficient
- To support St. Joseph's Care Group research programs
- To support St. Joseph's Care Group educational activities

Who does SJCG share my personal health information with?

- Only those individuals as designated by you
- Other health care providers as part of your care
- Health regulatory agencies
- Public authorities as permitted and required by law (for example, Public Health to track infections)
- Government agencies (for example, the Workplace Safety & Insurance Board), or if you give your consent, your private insurer to get payment for your treatment or care.

Unless you tell us not to, we may also disclose your information to:

1. Visitors or callers so they can reach you. If you do not want St. Joseph's Care Group to tell visitors or callers that you are in our facilities, let us know when you are admitted and share this with your care team.
2. Connect you with a religious or spiritual advisor who may visit you in the hospital. If you do not want this service, please tell us when you are admitted.
3. Share your information with St. Joseph's Foundation of Thunder Bay.

Can I see my record of personal health information?

We respect your right to see your health record. If you wish to do so, please contact our Health Records Services.

For Further Information:

Our privacy brochures are available at all program areas throughout St. Joseph's Care Group. Or, you may contact Vicki Polischuk, Manager, Health Records:

Telephone: 807-343-2454

E-mail: polischv@tbh.net

Website: www.sjcg.net

Further questions and concerns can be directed to the Office of the Information and Privacy Commissioner of Ontario at:

Telephone: 1-800-387-0073

Address: 2 Bloor Street East,
Suite 1400

Toronto, ON M4W 1A8

Website: www.ipc.on.ca