



## **PRIVACY PRACTICES**

St. Joseph's Care Group 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.

### **Collection of Personal Health Information**

We collect personal health information about you directly from you, or from the person acting on your behalf throughout the time you are an active client with us. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to St. Joseph's Care Group and diagnosis, treatment and care that you received during those visits. Occasionally, we collect personal health information about you from other sources such as your family physician or other health care providers, only if we have obtained your consent to do so or if the law permits.

### **Use and Disclosure of Personal Health Information**

We use and disclose your personal health information to:

- assess, diagnose, treat and care for you,
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others),
- plan, administer and manage our internal operations,
- conduct quality improvement activities (such as sending client satisfaction surveys) to evaluate and improve the care provided by the Care Group,
- teach health providers,
- conduct research,
- compile statistics,
- conduct risk management activities,
- fundraise through St. Joseph's Foundation of Thunder Bay,
- comply with legal and regulatory requirements, and
- fulfill other purposes permitted or required by law.

### **Access and Correction**

You may have access to and request correction of your personal health record.

## Withdrawal of Consent

You may withdraw your consent for some of the above uses and disclosures (subject to specific legal exceptions) by contacting us and making a request in writing.

If you are a client of St. Joseph's Care Group, speak to your care provider, the Manager of your program or contact the Manager, Health Records directly at the contact information below.

## Retention and Disposal of Personal Health Information

Personal health records will be retained for the minimum retention periods as prescribed by legislation. Records will be disposed of in a secure manner.

## Security

- We take steps to protect your personal health information from theft, loss, unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct regular audits and complete random investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes for which you have consented.

## How to Contact Us

Our privacy contact person is **Vicki Polischuk, Manager, Health Records**

For more information about our privacy protection practices or to raise a concern you have with our practices, contact us at:

P.O. Box 3251, 35 N. Algoma Street  
Phone: (807) 343-2431, ext 2575  
Fax: (807) 344-0144  
E-mail: [polischv@tbh.net](mailto:polischv@tbh.net)

Our complete privacy policy is available by contacting the above or visiting our website at [www.sjcg.net](http://www.sjcg.net)

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:

2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8

Phone: (416) 326-3333  
Web: [www.ipc.on.ca](http://www.ipc.on.ca)  
E-mail: [commissioner@ipc.on.ca](mailto:commissioner@ipc.on.ca)