



STATEMENT OF INFORMATION PRACTICES

COLLECTION OF INFORMATION

We collect personal health information (PHI) about you directly from you or from a person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, band number, record of your visits, and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources, if we have obtained your consent to do so or if the law permits.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- 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 risk management activities,
- Conduct quality improvement activities,
- Compile statistics,
- Fundraise to improve our health care services and programs,
- Conduct research,
- Teach,
- Notify a representative of a religious or other organization to visit you during your stay,
- Conduct patient satisfaction surveys,
- Confirm that you are a patient, your general health status

Your Choices

You may withdraw your consent for some of the above uses and disclosures by contacting us and completing a Withdrawal of Consent for Services for PHI Use Form

Important Information

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

How to Contact Us

For more information about our privacy issues or to raise a concern you have with our practices please contact:

Director of Department of Well-Being
P.O. Box 5000
1745 Chiefswood Road
Ohsweken, Ontario
N0A 1M0
Phone: (519) 445-2418

You have the right to contact the Privacy Commissioner of Ontario if you think we have violated your rights. Commissioner can be reached at:

Information and Privacy Commissioner of Ontario
2 Bloor Street East,
Suite 1400
Toronto, Ontario, M4W 1A8
Tel: (416) 326-3333
Toll Free: 1-800-388-3333

