

X	North Lambton
X	West Lambton
X	East Lambton
X	Chronic Disease

## **Personal Health Information Privacy Policy Statement**

The North Lambton Community Health Centre is committed to protecting the privacy of the personal health information of all our clients, members, staff and volunteers according to provincial and federal government legislation.

### **What is personal health information?**

“Personal health information” includes any information that relates to your physical or mental health or family history and the health care that you are receiving from the Centre.

### **Why do we need to collect personal health information about you?**

We use your personal health information to assess and treat your health needs, plan and deliver safe and effective health care, communicate with other health care providers about your needs and evaluate and improve the quality of health care that we provide.

### **How do we obtain your consent?**

During your Meet and Greet at the Centre, we obtain your consent to collect, use and disclose your personal health information for the purpose of providing your health care for the duration of your care with us. Your additional consent may need to be obtained if we request information about you from other health care providers or use your personal health information for some other purpose. You may withdraw or limit your consent at any time if you give us reasonable notice.

### **How do we control and protect your personal health information?**

We only collect, use and disclose personal health information that is necessary for your health care, allow only authorized persons to see it, keep it only for as long as necessary and keep it confidential when it is eventually destroyed. We protect your information from unauthorized access or use at all times through safeguards and security measures. All people working at the Centre sign confidentiality agreements requiring the safeguarding and proper use of your information.

### **How can you be sure that your personal health information is being properly collected, used and protected?**

You can review our privacy policies and procedures at any time and can access your own personal health information if you give us reasonable notice and ask us in writing. You can challenge its completeness and accuracy and seek to have it amended.

You can also challenge our privacy policies and practices with our Privacy Officer, who will investigate, respond to your complaint in writing, and take action if appropriate, including amending your information or changing our privacy policies and procedures. The name and contact information for NLCHC’s Privacy Officer can be obtained by calling (519) 786-4545.

If our Privacy Officer does not resolve your complaint to your satisfaction, you can file your complaint with the Privacy Commissioner of Ontario.