



Statement of Information Practices

Purpose

This statement explains your privacy rights and the actions the North Lambton Community Health Centre (NLCHC) takes to ensure your personal health information is protected under the Personal Health Information Privacy Act (PHIPA).

Collection of Personal Health Information

The North Lambton Community Health Centre (NLCHC) is a public centre/clinic and is a “health information custodian.” This means we store your personal information in our systems. This information is used for the purposes outlined in the Personal Health Information Protection Act, 2004 (PHIPA). In accordance with this act we collect personal health information directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to the NLCHC and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources only if we have obtained your consent or if the law permits. Such other sources could include other health service providers working with us to provide care to you.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- Treat and care for you with the people in your “Circle of Care.” These are the people responsible for your care (e.g. doctors, nurses, nurse practitioners, social workers, dietitians, community workers, facilitators, psychologists, psychiatrists, and traditional healers).
- Participate in North Lambton Community Health Centre and its Divisions programs.
- Get payment for your treatment and care (e.g. agencies that fund services, WSIB, your private insurer, or others).
- Inform funding agencies such as the Ontario Ministry of Health and Long-Term Care and Local Health Integration Networks (LHINs) for health system management purposes.
- Guide the planning, administration, and continuous improvement of our services and operations.
- Conduct quality improvement activities (e.g. surveys).
- Ensure North Lambton Community Health Centre complies with legal and regulatory requirements.
- Conduct research as approved by the Research Ethic Board / Performance Management Committee / Research Committee.
- Fulfill other purposes permitted or required by law (e.g. infectious disease reporting to Public Health).
- A government-approved registry of personal health information that relates to a specific disease or condition (i.e. Cancer Care Ontario).

Important Information

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

Your Choices

You may access and correct your personal health records or withdraw your consent for some of the above uses and disclosures by contacting us, (subject to legal exceptions).

How to Contact the Privacy Officer

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

North Lambton Community Health Centre

Privacy Officer: Belinda Belle, Primary Care Team Lead
Suite 100 – 429 Exmouth Street
Sarnia, Ontario
N7T 5P1

Telephone: 519-344-3017

Fax: 519-344-6436

E-mail: bbelle@nlchc.com

Website: www.nlchc.com

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

Information and Privacy Commissioner / Ontario

2 Bloor Street East, Suite 1400
Toronto, Ontario
M4W 1A8
Telephone: 416-326-3333 or 1-800-387-0073
Fax: 416-325-9195
Website: www.ipc.on.ca

Do not send personal information via e-mail or text.

This document is available on the NLCHC's website.