

How We Protect Your Personal Health Information

- We have policies and procedures to govern privacy
- We support communication with your care partners by use of a privacy code chosen by you, and shared with a spokesperson of your choice. When the spokesperson call us with your name and the Privacy Code, we will answer their questions about your stay in hospital.
- Our Chief Privacy Officer may audit your personal health information to see who has accessed it
- We store your personal health information in controlled areas
- We have identification badges, electronic user names, passwords and a secure network
- We destroy personal health information beyond retention guidelines or additional copies by shredding to render it useless

If you have questions or concerns about our privacy practices, please contact our Chief Privacy Officer.

For more information please visit our privacy website.



More information may also be obtained from:

The Information and Privacy Commissioner of Ontario
2 Bloor St E, Suite 1400
Toronto, ON M4W 1A8
416-326-3333 or 1-800-387-0073
Website: www.ipc.on.ca


CAMBRIDGE
MEMORIAL
HOSPITAL
700 Coronation Blvd.,
Cambridge, ON N1R 3G2
519-621-2333

Website: www.cmh.org
Email: privacy@cmh.org

A Guide To Understanding Cambridge Memorial Hospital's Privacy Program



**Protecting Your
Privacy and
Confidentiality**

We are Committed to Protecting Your Privacy and Confidentiality

- CMH has an appointed Chief Privacy Officer. This individual is available to you for any privacy concerns/ questions you may have
- Physicians, staff and volunteers are accountable to maintain privacy and confidentiality of your personal health information
- Education, policies and procedures, internal investigations assist us to be compliant

What is Personal Health Information?

- Your physical or mental health, including family health history
- Your provision of health care, including identification of your health care provider and substitute decision maker
- A plan of service for long-term care
- Payment or eligibility for health care
- Your donation of body parts or bodily substances or is derived from the testing or examination of such
- Your health card number

How We Collect Your Personal Health Information

- We collect your personal health information from you, your substitute decision maker or another health care provider

How We Use Your Personal Health Information

- Provide you with health care
- Plan, deliver and monitor health related programs
- For payment, funding
- Research, Education, Quality Care
- Risk Management
- Compliance with a legal requirement

How We Share Your Personal Health Information

- We share your personal health information with health care providers
- e.g. Family physician, specialist, other hospital, etc. This may be done verbally, by mail, fax or electronic access
- We share your location and general health status
- We share your personal health information with a substitute decision maker (someone who makes decisions on your behalf)

How We Disclose Your Personal Health Information

- We disclose your personal health information to third party agencies with your consent. Some examples are; Insurance Companies, Lawyers, Police
- We disclose your personal health information for mandatory purposes without your consent

You may withdraw or withhold your consent at any time. Please tell us when you do not want us to share/disclose your personal health information. We will comply with your request, unless we are required by law to disclose your information or to prevent a risk of serious harm to your treatment.

How You Can Access Your Personal Health Information

You may request access or correction of your personal health information from your healthcare provider
or

You may contact
Release of Information Office at:
(519) 621-2333 Ext. 1382