



BCHC Privacy Code

Introduction

Privacy of personal information is an important principle in the provision of care and services to our Centre member/users. We understand the importance of protecting your personal information. We are committed to collecting, using and disclosing your personal information responsibly. We also try to be as open and transparent as possible about the way we handle your personal information. The Privacy Code reflects the principles of the Personal Health Information Protection Act (PHIPA). This policy applies to the personal health information (PHI) contained in the BCHC's Electronic Medical Record as well as the Connecting Ontario Provincial Electronic Health Record.

Accountability

Accountability for the BCHC's compliance with PHIPA rests with the staff of the BCHC as well as the Privacy Officer. The BCHC has implemented policies and practices to protect your personal information including -

- (1) Establishing procedures to receive and respond to complaints and inquiries
- (2) Training staff about privacy policies and practices
- (3) Developing information to explain privacy policies and procedures

Identifying Purposes for Collecting Information

The BCHC collects, uses and discloses information about you for the following purposes:

- To deliver safe and effective patient care
- To assess your health needs
- To advise you of treatment options
- To enable us to contact you
- To communicate with other providers as per the "General Consent to Share Information" form

The BCHC will identify the purposes for which personal information is collected, at or before the time of collection. Your consent is required before the information can be used or disclosed as per the General Consent To Share Information form.

Consent

The BCHC will seek informed consent for the collection, use and/or disclosure of personal information, except where it might be inappropriate to obtain your consent, and subject to some exceptions set out in law. Once consent is obtained, we do not need to seek your consent again, unless the use, purpose or disclosure changes. You may withdraw consent upon reasonable notice.

Limiting Collection of Personal Information

The collection of personal information by the BCHC shall be limited to that which is necessary for the purposes identified in this Privacy Code.

Limiting Use, Disclosure and Retention

Personal information shall not be used or disclosed for purposes other than those for which the information is collected, except with your express consent, or as required by law. The BCHC has policies regarding the retention and destruction of personal information.



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Accuracy of Personal Information

The BCHC endeavors to ensure that your personal information is accurate, complete, and as up-to-date as necessary for the purposes that it is to be used.

Safeguards for Personal Information

The BCHC has taken appropriate measures to safeguard your personal information from unauthorized access, disclosure, use or tampering. Your information is protected whether recorded on paper or electronically. BCHC staff is aware of the importance of maintaining confidentiality including during disposal or destruction of personal information.

Openness about Privacy

The BCHC will make readily available to you specific information about our policies and procedures relating to the management of personal information including:

- Ownership of Client Records
- Access to Client Records
- Rights of Clients
- Release of Client Information
- Limits to Confidentiality
- *Record Retention & Destruction
- *Client Awareness of Confidentiality
- *Confidentiality Guidelines
- *Children's Aid Reporting

Patient Access to Personal Information

Upon written request and with reasonable notice, (30 days or 60 days for complex searches) you shall be given access to your personal information as per the policy "Access to Client Records". You are free to challenge the accuracy and completeness of the information and seek to have it altered, amended or changed.

If a HIC believes than an individual is incapable of providing consent, PHIPA permits a substitute decision maker (such as a relative, spouse, child's parent, or the Public Guardian and Trustee) to make a decision on an individual's behalf. For example, the SDM is authorized to provide personal health information on behalf of a child under the age of 16 who is unable to provide an answer to a medial question.

Challenging Compliance

Contact: Privacy Officer 705-734-9690 ext. 250

You shall be able to challenge compliance with these principles with the BCHC's Privacy Officer who is accountable within the BCHC for staff compliance. The BCHC has a complaint's procedure whereby the Privacy Officer will respond to each complaint in writing. If a complaint is found to be justified, the Privacy Officer will take appropriate measures including, if necessary, amending any policies and procedures. Information about how to contact the Privacy Commission of Canada will also be made available.