

Patient Education



Patient Privacy

At West Parry Sound Health Centre we understand that your health information is personal and that it must be protected. Let us help you understand how your personal information is collected, used and disclosed:

Personal Health Information

Your personal health information can include your:

- ✓ **Name, address and telephone number.**
- ✓ **Ontario Health Card number.**
- ✓ **Health records including:**
 - Past health conditions.
 - Current symptoms.
 - Medications.
 - Examinations.
 - Test results.
 - Diagnosis.
 - Treatment plans.

Knowing what is in your health record and understanding how your personal information is used will help you to:

- Ensure accuracy.
- Better understand what, where, why and how others may access your personal information.
- Make informed decisions regarding how we share your information with others.

Why we collect personal information

Personal information is used and disclosed to:

- **Provide health care for you.**
- **Educate the health care team.**
- **Conduct research when it is approved ethically and with proper consent.**
- **Conduct continuous quality improvement activities, such as Patient Satisfaction Surveys.**
- **Fund raise to improve facilities and services (name and address only).**
- **Manage our operations and fulfill our legal obligations.**

WE CARE FOR PEOPLE

Compassion • Accountability • Rights & Responsibilities • Excellence

The information contained in this document are for information purposes only. They are not intended to be used as or replace medical advice given by a qualified health care provider.

Frequently Asked Questions

Q: How do I report a privacy concern?

A: Privacy concerns can be reported directly to the Privacy Officer. We will investigate the concern, determine if a breach has occurred and follow-up as required.

Q: How can I see my patient record?

A: If you want to review or get a copy of part of your patient record, please call the Health Records Department at (705) 746- 4540 ext. 3730.

Q: Will you contact me after my visit?

A: You may be contacted by mail for the purpose of fund raising for needed equipment or patient satisfaction surveys. If you do not wish to be contacted for these purposes, you can contact the Privacy officer to ask that your name be removed from our list.

Q: How can my family and friends find out where I am in the hospital?

A: Patient inquiries are handled by the switchboard where an operator will provide visitors or callers with information about your location. If you do not want this information given out, please tell the staff member admitting you, a member of the health care team or the Privacy Officer. If you ask that your location remain confidential, no information will be provided to any visitors or callers.

Q: What about my consent?

A: Your consent will be implied for the collections, use and disclosure of your personal health information. We will get a signed consent form from you if your personal information will be used for purposes not listed here or on our notices. We will also get a signed consent if we need to share your personal information with others who are not a part of the health care team – also known as the “Circle of Care”.

Privacy Office contact information

Phone: (705) 746- 4540 ext. 4607

Email: privacy@wpsbc.com

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