

### **Collection of Personal Health Information**

We collect personal health information about you directly from you or from the person acting on your behalf. Personal Health Information can include but is not limited to:

- Demographic Information (Name, Date of Birth, Health Card Number, etc)
- Health History
- Goals of Care
- Advanced Care Planning Information

Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits us to do so. We make sure that only those people who need to see your personal records are allowed to look at them. We protect your information through our administrative policies and by adopting appropriate safeguards and security measures.

### **Use and Disclosure of Personal Health Information**

We may use or disclose your personal health information to:

- communicate with your various health care providers including your family physician and/or other health care institutions for continuity of care, in order to treat/support and care for you (unless you tell us otherwise)
- plan, administer and manage our internal operations, and conduct risk-management activities
- conduct quality improvement activities (such as sending client satisfaction surveys)
- teach and compile statistics
- comply with legal and regulatory requirements
- fulfill other purposes permitted or required by law

We can assure you that only staff who need your personal health information for direct care or administrative purposes are authorized to access your record of personal health information,

A resident's instruction cannot prevent us from recording information that is required by law or our professional standards.

### **Complaints regarding Privacy or to Access your Personal Health Information Record**

If you would like to review your health record or if you believe a record of personal health information held by Chatham-Kent Hospice is inaccurate or incomplete, you may make a written request for correction. If you would like more information or have questions or concerns about our privacy and information practices, please contact:

Jessica Smith, Executive Director  
Chatham-Kent Hospice  
34 Wellington St. E.  
Chatham, Ontario  
N7M 3N7  
519-354-3113

You may also make a complaint about our information and privacy practices to the information and Privacy Commissioner at:

Information and Privacy Commissioner/Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
Tel: (416) 326-3333  
Toll-free: 1-800-387-0073

Date	Revision	Effective
October 3, 2017	New notice	October 3, 2017
July 19, 2018	Updated Executive Director Contact, Formatting	July 19, 2018