



Privacy Notice

Collection of Personal Health Information

We collect personal health information directly from the resident or from the person acting on their 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 from other sources if we have obtained the resident's consent or if the law permits us to do so. We make sure that only those people who need to see the resident's personal records are allowed to look at them. We protect the 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 personal health information to:

- communicate with various health care providers including the resident's family physician and/or other health care institutions for continuity of care, in order to treat/support and care for the resident (unless they 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

Only staff who need the resident's personal health information for direct care or administrative purposes are authorized to access the resident's 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 a resident would like to review their health record or believe a record of personal health information held by Chatham-Kent Hospice is inaccurate or incomplete, they may make a written request for correction. For more information, 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
519-354-8103 ext 224

A complaint about our information and privacy practices may be made 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