



CHEO-OCTC PRIVACY POLICY Statement

Collection of Personal Health Information

CHEO-OCTC provides a range of services for children/youth and some adults with specific disabilities. Personal health information is collected about CHEO-OCTC's clients directly from the client or from the person acting on his or her behalf (for children this means the parents or guardians). The personal health information that CHEO-OCTC collects may include, for example, name, date of birth, address, health history, records of visits to CHEO-OCTC or service at home or in the community. The care, service or treatment that was received during those visits is documented or recorded and becomes part of the personal health information record. Some of this information will be contained within an electronic system. Occasionally, we collect personal health information about clients from other sources if we have obtained consent to do so or if the law permits.

Use and Disclosures of Personal Health Information

We use and disclose personal health information to:

- **Access, treat and provide care,**
- **Compile statistics,**
- **Plan, administer and manage our internal operations,**
- **Conduct risk management activities,**
- **Obtain payment for treatment and care (from OHIP< WSIB< private insurer or others),**
- **Conduct quality improvement activities (such as sending client satisfaction surveys),**
- **Teach students in training,**
- **Conduct research,**
- **Fundraise to improve our healthcare services and programs (refer to OCTC Foundation's Privacy Policy Statement for more details),**
- **Respond to legal and regulatory requirements, and**
- **Fulfill other purposes permitted or required by law**

Client Choices

Clients or their designated caregivers may access their personal health records. Clients also have the right to withhold information from being collected or entered onto their record. Clients can withdraw consent for some or all of the above uses and disclosures by contacting us (subject to legal exceptions). Clients may also request for a correction to the record.

Important Information

We take steps to protect all personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.

We conduct audits and complete investigations to monitor and manage our privacy compliance.

We take steps to ensure that everyone who performs services for us protect privacy and only use personal health information for the purposes the client has consented to.

CHEO-OCTC has privacy policies that require all staff to comply with legislative requirements regarding the protection of privacy of personal health information.

CHEO-OCTC's Privacy Policy is designed to meet the standards of both the Ontario Personal Health Information Privacy Act and requirements of the Regulated Health Professions Act.

How to contact us

CHEO-OCTC's Privacy Officer is Christine Kouri, Manager of Patient Experience & Acting Chief Privacy Officer

Privacy Officer

Christine Kouri
CHEO-OCTC
401 Smyth Road Ottawa, ON K1H 8L1
Phone: 613.737.7600 ext 2203
Email: privacy@cheo.on.ca

CHEO-OCTC's privacy practices are accessible on our website (www.octc.ca). Posted information includes:

- How to request access to a record
- How to request a correction of a record.
- How to withdraw consent.

You have the right to complain to the Information and Privacy Commissioner of Ontario if you think we have violated your rights. The Commissioner can be reached at:

Information and Privacy Commissioner/Ontario

1400-2 Bloor Street East
Toronto, ON M4W 1A8
Toll Free Phone: 1.800.387.0073
Email: info@ipc.on.ca