



INFORMATION PRACTICES

Your request for health care services implies that you consent to the collection, use, and disclosure of your personal health information for specific related purposes. We will only use or disclose your personal health information with your consent except where a particular use or disclosure is permitted by law without your consent.

HOW THE HOSPITAL COLLECTS PERSONAL HEALTH INFORMATION ABOUT YOU

We collect personal health information about you directly from you or from the person acting on your behalf. In some instances we may collect information about you from other sources if we have obtained your consent to do so or the law permits.

HOW THE HOSPITAL USES AND DISCLOSES PERSONAL HEALTH INFORMATION ABOUT YOU

We use and disclose your personal health information to:

- treat and care for you
- obtain payment for your treatment and care
- plan, administer and manage our programs and services
- conduct quality improvement and risk management activities
- teach
- compile statistics
- fundraise
- comply with legal and regulatory requirements
- fulfill other purposes allowed by law

WHAT YOU SHOULD KNOW

You have the right to:

- withdraw your consent for some of the above uses and disclosures by writing to the hospital
- request access to your personal health information
- request a correction to your personal health information if you believe it is inaccurate or incorrect
- complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights

IMPORTANT INFORMATION ABOUT OUR INFORMATION PRACTICES

- We take steps to protect your personal health information from theft, loss, and unauthorized access, copying, modification, use, disclosure, and disposal.
- We make sure that everyone who performs services for us meets our privacy standards.
- If your personal health information is used for any other purpose outside the scope of this notice without your consent, we will notify you of the uses and disclosures, and document the uses and disclosures as part of your health record.

WHO TO CONTACT FOR MORE INFORMATION OR CONCERNS

The Corporate Privacy Officer

Royal Ottawa Health Care Group
1145 Carling Avenue
Ottawa, Ontario K1Z 7K4

E-mail: privacyoffice@rohcg.on.ca
Tel: (613) 722-6521 ext. 6351
Fax: (613) 722-5048
ROHCG Web: www.rohcg.on.ca

Information Privacy Commissioner/Ontario:

2 Bloor Street East
Suite 1400
Toronto, Ontario M4W 1A8

E-mail: commissioner@ipc.on.ca
Tel: (416) 326-3333 or 1 800 387-0073
Fax: (416) 325-9195
IPC Web: www.ipc.on.ca