

## **Privacy Notice**

The Fort Frances Family Health Team (FF FHT) is committed to promoting privacy and protecting the confidentiality of the health information we hold about you.

The Keffer Medicine Professional Corporation (KMPC) (which is a corporation of our group of doctors) is a health information custodian under the *Personal Health Information Protection Act, 2004* (PHIPA). For the purposes of privacy obligations, the Fort Frances Family Health Team is an agent of KMPC. This means we all follow the same rules and work together to protect your privacy.

### **YOUR HEALTH RECORD**

Your health record includes information relevant to your health including your date of birth, contact information, health history, family health history, details of your physical and mental health, record of your visits, the care and support you received during those visits, results from tests and procedures, and information from other health care providers.

*Your record at our clinic is our property, but the information in your file belongs to you.*

With limited exceptions, you have the right to access the health information we hold about you, whether in the health record or elsewhere. If you request a copy of your record, one will be provided to you at a reasonable cost. If you wish to view the original record, one of our staff members must be present, and a reasonable fee may be charged for this access. If you require a copy of your health record, please forward your written request to: Privacy Officer - FF FHT; 301 Victoria Avenue, Fort Frances, ON P9A 2C1 or ask your physician who will explain the process. In rare situations, you may be denied access to some or all of your record (with any such denial being in accordance with applicable law).

We try to keep your record accurate and up-to-date. Please let us know if you disagree with what is recorded, and in most cases, we will be able to make the change or otherwise we will ask you to write a statement of disagreement and we will attach that statement to your record.

### **CONFIDENTIALITY**

All staff are bound by confidentiality. We are required to protect your health information from loss or theft and ensure that no one looks at or works with your health information unless they are involved in your care or allowed to as part of their job. If there is a privacy breach, we will tell you (as required by law).

### **OUR PRACTICES**

We collect, use and disclose (share) your health information to:

- Treat and care for you
- Provide appointment or preventative care reminders or send you patient surveys
- Update you regarding events, activities and programs
- Coordinate your care with other health care providers through shared electronic health information systems such as Ontario Laboratory Information Systems (OLIS), Meditech and local, regional and provincial programs
- Deliver and evaluate programs and services
- Plan, administer and manage internal operations
- Be paid or process, monitor, verify or reimburse claims for payment
- Conduct risk management, error management and quality improvement activities
- Educate staff and students
- Dispose of your information
- Seek your permission (or permission of a substitute decision maker) where appropriate
- Respond to or initiate proceedings
- Conduct research (subject to certain rules)
- Compile statistics
- Allow for the analysis, administration and management of the health system
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law

Our collection, use and disclosure (sharing) of your personal health information is done in accordance with Ontario law.

### **YOUR CHOICES AND WHO DECIDES**

You have the right to choose and control how your health information is collected, used, and disclosed, subject to certain limitations.

You may make your own decisions if you are “capable”. Your physician or other care provider will decide if you are capable based on a test the law sets out. You may be capable of making some decisions and not others. If you are not capable, your substitute decision-maker will make decisions on your behalf. Who can act as a substitute decision-maker and what they have to do is set out in law.

For children, there is no magic age when you become able to make your own decisions about your health information. If you are under the age of 16, there are some additional rules to know. If you are capable to make your own information decisions, your parent(s) or guardian will also be allowed to make some decisions about your health record. Your parent(s) or guardian won't be able to make decisions about any records about treatment or counseling where we asked for your permission alone. We encourage you to share information with your family to have the supports you need. We also encourage you to ask

your health care provider questions to find out more about privacy and your family.

We assume that when you come to have health care from us, you have given us your permission (your consent) to use your information, unless you tell us otherwise. We may also collect, use and share your health information in order to talk with other health care providers about your care unless you tell us you do not want this information shared.

You have the right to ask that we not share some or all of your health record with one or more of our team members or ask us not to share your health record with one or more of your external health care providers (such as a specialist). This is known as asking for a “lockbox”. If you would like more information regarding a ‘lockbox”, please request a copy of our “**Patient Lockbox Information Brochure: How to Restrict Access to your Health Record**”.

There are cases where we are not allowed to assume, we have your permission to share information. We may need permission to communicate with any family members or friends with whom you would like us to share information about your health (unless that individual is your substitute decision-maker). For example, we will also need your permission to give your health information to your school, your employer or to an insurance company. If you have questions, we can explain this to you.

When we require and ask for your permission, you may choose to say no. Should you say no, we will no longer share your information unless you say otherwise. Your choice to say no may be subject to some limits. If you say yes, you may change your mind at any time.

There are certain cases where we may collect, use or share your health information without your permission, as permitted or required by law. For example, we do not require your permission to use your information for billing, risk or error management, or for quality improvement purposes. As well, we do not need your permission to share your health information to keep you or someone else safe (it’s called to eliminate or reduce a significant risk of serious bodily harm); or to meet reporting obligations under other laws such as for child protection or safe driving.

#### **FOR MORE INFORMATION OR COMPLAINTS**

If you would like a copy of our Privacy Policy, please visit our website [www.ffht.ca](http://www.ffht.ca) or ask us for a copy.

We encourage you to contact us with any questions or concerns you might have about our privacy practices. You can reach the Privacy Officer for KMPC (the doctors) at:

Address: 301 Victoria Avenue, Fort Frances, ON, P9A 2C1

T: 807.274.3287 ext. 2

F: 807.274.7882

You can reach the Privacy Officer for the Fort Frances Family Health Team at:



Address: 301 Victoria Avenue, Fort Frances, ON, P9A 2C1

T: 807.274.3287 ext. 255

F: 807.274.7875

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario. The Commissioner can be reached at:

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

1-800-387-0073

1-416-325-9195 (fax)

or visit the IPC website via [www.ipc.on.ca](http://www.ipc.on.ca)