

## Welland McMaster Family Health Team

### Privacy Notice

Our mission is to provide comprehensive primary care to our patients, promote healthy living and contribute to the training of new medical professionals. As part of that mission, we are committed to promoting privacy and protecting the confidentiality of the health information we hold about you.

Our doctors belong to a Family Health Organization which is a health information custodian under the *Personal Health Information Protection Act, 2004* (PHIPA). For the purposes of privacy obligations, the Welland McMaster Family Health Team and our staff are agents of the doctors. 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, 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.*

You have the right to access your health record. 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 must be present, and a reasonable fee may be charged for this access. If you need a copy of your health record, please contact our privacy officer in writing or ask your physician or care provider who will explain the process. In extremely rare situations you may be denied access to some or all of your record.

We make every effort to ensure that all of your information is recorded accurately. Please let us know if there is something that is incorrect. You have a right to ask for a correction to your record if you disagree with what is recorded.

#### **OUR PRACTICES**

We collect, use and disclose your health information to:

- Treat and care for you
- Deliver our programs
- Plan, administer and manage our internal operations

- Be paid or process, monitor, verify or reimburse claims for payment
- Provide appointment reminders to you
- Conduct risk management, error management and quality improvement activities
- Educate our staff and students
- Dispose of your information
- Seek your consent (or consent 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 health information are done in accordance with Ontario law.

### **YOUR CHOICES**

You have a right to make choices and control how your health information at Welland McMaster Family Health Team is collected, used, and disclosed, subject to a few exceptions.

For most health care purposes, your consent to use your health information is implied as a result of your consent to treatment, unless you tell us otherwise. We may also collect, use and share your health information in order to communicate or consult with other health care providers about your care unless you tell us you do not want us to do so.

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

There are other circumstances where we are not allowed to assume we have your consent to share information. For example, we must have your permission to give your health information to people who do not provide you with health care, like your insurance company or your employer. We also need your consent to use your health information for fundraising or marketing. We may also need consent to communicate with any family members or friends with whom you would like us to give more detailed information about your health.

If we ask for your consent, you may choose to say no. If you say yes, you may change your mind at any time. Once you say no – we will no longer share your information unless you say so. Your choice to say no may be subject to some restrictions and reasonable notice.

However, there are cases where we may collect, use or disclose (meaning share) your health information without your consent as permitted or required by law. For example, we do not require your consent for using or disclosing your information for billing, risk management or quality improvement purposes or to fulfill our mandatory reporting obligations.

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

We encourage you to contact us with any questions or concerns you might have about our privacy practices. You can reach one of our Privacy Officers at:

Frances Gregotski,  
Executive Director  
555 Prince Charles Drive, N  
Welland, Ontario L3C 6B5  
[fgregotski@wellandmcmasterfht.com](mailto:fgregotski@wellandmcmasterfht.com)

Dr. Joanne Barker,  
FHO Lead Physician  
555 Prince Charles Drive, N  
Welland, Ontario L3C 6B5  
[jbarker@wellandmcmasterfht.com](mailto:jbarker@wellandmcmasterfht.com)

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/ Ontario. The Commissioner can be reached at:

Information and Privacy Commissioner/ 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)