

If you have questions regarding the way the hospital handles your personal health information, please contact:

## Information Access & Privacy Office

St. Michael's Hospital  
30 Bond St.  
Toronto, Ont.  
M5B 1W8

privacy@smh.ca  
416-864-6088  
www.stmichaelshospital.com

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

2 Bloor St. E.  
Suite 1400  
Toronto, Ont.  
M4W 1A8

info@ipc.on.ca  
416-326-3333  
OR  
1-800-387-0073  
[www.ipc.on.ca](http://www.ipc.on.ca)

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2016

## Your Privacy is Protected

Protecting patient privacy is not only the law, but it is an essential part of St. Michael's Hospital's commitment to treating our patients with dignity, compassion and social responsibility. We take steps to protect your 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 protects your privacy and only uses your personal health information for purposes to which you consent, or otherwise as permitted or required by law.

## Collection of Personal Information

The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to St. Michael's Hospital and the care you received during those visits.

As a general rule, we collect personal health information from you directly or from someone authorized by law to act on your behalf. We may collect it from others including with your consent; if the collection is necessary for the provision of health care and it is not possible to collect it from you accurately or in a timely way; or for certain approved research purposes, or as authorized by law or by the Information and Privacy Commissioner/ Ontario.

We collect personal health information under the authority of the *Public Hospitals Act* and the *Personal Health Information Protection Act, 2004*.

## Use of Personal Health Information

In addition to using your personal health information to treat and care for you, St. Michael's Hospital may use it to:

- Conduct risk management activities
- Educate our agents
- Conduct research
- Compile statistics
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law
- Plan, administer and manage programs, services and internal operations, and enhance your safety and security in the hospital
- Get payment for your treatment and care (from OHIP, WSIB, your private insurer or others)
- Conduct quality improvement activities (such as sending patient satisfaction surveys)

## Disclosures of Personal Health Information

Unless you tell us otherwise, we may disclose your personal health information to:

- Care providers to determine suitability for transfer to another facility, to provide for ongoing care, to improve/maintain the quality of your care and of those provided similar care, if the disclosure is necessary and consent cannot be obtained in a timely manner;
- Shared systems such as the electronic Child Health Network (eCHN), Hospital Diagnostic Imaging Repository Services (HDIRS), Ontario Laboratory Information System (OLIS), Integrated Assessment Record (IAR), Patient Results Online (PRO) and Connecting GTA (cGTA).

As permitted or required by *Personal Health Information Protection Act*, 2004, we may also disclose your personal health information to:

- The Ministry of Health and Long-Term Care e-health projects such as the Enterprise Master Patient Index (EMPI) Wait Time Information System and Diabetes Testing Report
- Researchers (only if the research has been approved by our Research Ethics Board or authorized Board of Review such as the Ontario Cancer Research Ethics Board)
- The Medical Officer of Health to report communicable diseases
- The Workplace Safety & Insurance Board
- Law enforcement officers who present a warrant or subpoena, or to aid in an investigation
- A Children's Aid Society where child abuse is suspected; or the Children's Lawyer
- The Public Guardian and Trustee
- The Coroner
- Registries and entities prescribed in regulation such as Cancer Care Ontario, the Cardiac Care Network, Canadian Stroke Network, INSCYTE, Pediatric Oncology Group of Ontario, the Institute for Clinical Evaluation Sciences, the Canadian Institute for Health Information, Children's Hospital of Eastern Ontario, Ontario Institute for Health Research and health regulatory agencies

As well, if you are a patient, unless you tell us otherwise, we will:

- Disclose your name and contact information to our Foundation for fundraising purposes;
- Let visitors or callers know your location in the hospital and your general health status.

## Your Information, Your Choice

You may access and correct your personal health information, including your health records, with limited exceptions. In some cases, you may withdraw your consent for some of the above uses and disclosures by contacting us.