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## Statement of Information Practice

# PRIVACY NOTICE

### How we protect your Privacy:

- At the John McGivney Centre we treat your personal health information with respect and sensitivity in accordance with the Ontario *Personal Health Information Protection Act, 2004* (PHIPA) and any other laws that we are required to follow.
- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We perform audits to monitor and manage our privacy compliance.
- We take steps to ensure that our staff and everyone who performs services for us protects your privacy.

### Collection of personal health information:

- We collect personal health information about you directly from you or the person acting on your behalf. The personal health information that we collect may include, your name, date of birth, address, health history, medication history, allergies, etc.
- Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

### Uses and disclosures of personal health information:

We use and disclose your personal health information:

- To support your health care when we are providing health care services such as Physiotherapy, Speech Therapy and Occupational Therapy support, following treatment orders from your physician, providing follow up health care when you return from a hospital admission.
- To communicate or consult about your health care with other health care providers when we are providing clinical services to you, which could include for example, hospital discharge summaries, medical imaging and electronic medical information systems. If you would like more information about the electronic medical information systems, please speak with a staff member or our Privacy Contact.
- To plan, administer and manage our internal systems operations.
- For quality improvement and patient safety activities for our Clinical services.
- When we have to comply with legal and regulatory requirements.
- To fulfill other purposes that are permitted or required by law.

### Your choices:

You may access and/or request that corrections be made to your records of personal health information, or withdraw your consent for some of the above uses and disclosures (subject to certain legal obligations) by contacting our Privacy Contact.

### For more information or to raise a concern, please contact our Privacy Contact at:

Jennifer Jovanovski, Director Client Services  
3945 Matchette Road Windsor, ON N9C 4C2  
519-252-7281, Ext. 225

### For more information about your privacy rights, or if you are unable to resolve a problem directly with our Privacy Contact:

Information and Privacy Commissioner of Ontario  
2 Bloor St. E., Suite 1400, Toronto, ON M4W 1A8  
Phone: 416-326-3333 or toll-free 1-800-387-0073  
Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)