

PRI-006 Appendix A Our Commitment to Privacy

Collection of Personal Health Information:

The Grand River Community Health Centre collects personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, address, health history, records of your visits to The Grand River Community Health Centre and the care received. As a client at The Grand River Community Health Centre, your personal health information is essential to the health care team. It allows us to provide you with the best possible care. Our service providers work in teams to provide you with comprehensive care and service. Information may be shared among those directly involved in your care.

Uses and Disclosures of Personal Health Information:

We use and disclose your personal health information to:

- Treat and care for you
- Plan, administer and manage our internal operations
- Obtain payment for your care from WSIB, private insurers or others
- Conduct risk management and quality improvement activities such as client satisfaction surveys
- Teach
- Support approved research
- Comply with legal and regulatory requirements and fulfill other purposes permitted or required by law
- Compile statistics

Your Choices:

You may access and correct your personal health records, or withdraw your consent for some of the uses and disclosures by contacting us (subject to legal exceptions).

Important Information:

- 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 will investigate any complaints about our privacy practices and take appropriate measures to resolve such complaints
- We will notify you if your privacy has been breached
- We take steps to ensure that everyone who performs services for us protect your privacy and only use your personal health information for the purposes you have consented to.

How to contact GRCHC:

If you have any questions, you may contact our Privacy Officer:

Phone: 519-754-0777x255

Email: Privacy@grchc.ca

Mail: 363 Colborne St, Brantford, ON, N3S 3N2

Web: www.grandriverchc.ca

You may also contact:

The Information and Privacy Commissioner of Ontario

Mail: 2 Bloor St. E, Suite 1400, Toronto, ON M4Z 1A8

Phone: 1-800-387-0073

TDD/TTY: 416-325-7539

Fax: 416-325-9195

Email: info@ipc.on.ca

Web: www.ipc.on.ca