

Our Information Practices

Collection of Personal Health Information

We collect personal health information (PHI) in accordance with the Personal Health Information Protection Act (PHIPA) directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your contact information, health card number and medical history. We may also 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 as necessary:

- To treat and provide care when visiting our hospital, including personal health information from both inpatient and outpatient services.
- To obtain payment for your treatment and care.

- To conduct quality improvement and risk management activities.
- To conduct research (for approved health research, and typically using the data anonymously)
- To fundraise for the improvement of our programs and services.
- To plan, administer and manage our internal operations.
- To make personal health information available through provincially shared information systems.

Provincial Shared Systems and Electronic Health Records

Mackenzie Health contributes personal health information to provincially shared systems to ensure better access for clinicians as the patient moves from one health provider to another.

The personal health information includes but is not limited to:

- laboratory results;
- diagnostic images; and
- hospital visit reports.

If you wish to limit or opt out of sharing your personal health information, please contact the Privacy Office.



For more information about our privacy practices or to raise a concern, please contact :

Privacy Office
(905) 883-1212 ext. 7117
privacy@mackenziehealth.ca



10 Trench Street, Richmond Hill
ON, Canada L4C 4Z3
Richmond Hill Line: 905-883-1212
Vaughan Line: 905-832-4554
www.mackenziehealth.ca

Your Privacy at Mackenzie Health

A Guide for Patients



Our Commitment to Privacy

Mackenzie Health is committed to protecting your privacy and the confidentiality of personal health information. Our goal is your trust.

Personal Health Information means identifying information about you that is related to:

- your physical or mental health;
- providing health care to you;
- your health number;
- your substitute decision maker; and
- other information included in your health record.



How We Protect Your Information

Mackenzie Health takes reasonable measures to ensure your personal health information is protected. The following are some examples of the specific steps we take to protect your privacy while delivering safe, high-quality care:

- physical measures: use of lockable filing cabinets and restricting access to offices;
- organizational measures: limiting access to personal information on a “need-to-know” basis;
- technological measures: the use of passwords, system access controls and encryption where appropriate; and
- regular audits of our electronic systems to ensure only those providing care to you are accessing your records.

Your Rights

You have the right to:

- access your personal health information;
- request correction of incomplete or inaccurate information contained in your health record;
- file a complaint with our Privacy Office; or
- file a complaint with the Information and Privacy Commissioner of Ontario.

Access

If you would like to have access to your health record after having been discharged or wish to obtain a copy of it, please sign up for MyChart™ at www.mackenziehealth.ca/mychart or contact Health Information Services at (905) 883-2200.

Correction

If you believe that the personal health information we have recorded about you is inaccurate or incomplete, please raise this with your care provider or contact Health Information Services.

Your Choices

Your family and friends may be told general information about you, such as your location in hospital and your health condition, unless you tell us not to give this information.

If you want to limit who knows this information, please inform the person who has registered you, your healthcare provider or contact the Privacy Office.

Fundraising

Mackenzie Health Foundation will contact you about helping further advance the hospital. If you do not wish to be contacted, talk to your registration clerk or healthcare provider.

Religion

Mackenzie Health is pleased to offer Spiritual Care Services. While we do not ask about your religion when you are admitted to hospital, please inform your health care team if you would like a visit from our multi-faith Chaplain or Rabbi.