

Your Personal Health Information

Your Personal Health Information (PHI) is important and will allow us to provide you with better services. Often this information is used prior to performing assessments to determine your health service and support needs.

Your assessment may include details on your:

- physical and mental health
- personal health history
- electronic and paper assessments
- detailed information on how to keep you living safe and independent in your own home

Unless you tell us to, we **will not** share your assessment information with other health service providers. When you tell us to/consent, we will share your assessment information with other health service providers who will provide you with the support you require.



Sharing Your PHI

We use a secure electronic system to share your health information with other health service providers. This allows them to view the information they need to provide you with the services you need.

If you have agreed to share your PHI, the information in your assessment will be used to:

- provide health support and services based on your needs;
- make sure your providers have the most up-to-date and complete record of your health history and needs; and
- help us see where there might be gaps or overlaps so we can provide services where they are most needed.

You have the right to withhold or withdraw your consent to share your personal health information at any time.



Privacy and Security of Your Information

The PHI collected in your assessment belongs to you. The privacy and protection of your PHI is a priority. In the assessment process, we only collect the health information we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

- Your health information is kept in a secure place.
- Your health information will only be viewed by authorized people who deliver your service.
- All health services providers have signed contracts to keep your information confidential.
- When a person views your electronic assessment, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information.
- Information is stored and/or disposed of according to the law.
- We will investigate any suspected breach or unauthorized access to your PHI.

Privacy is not merely something you are entitled to, it is a prerequisite.

Your Privacy Choices

Please speak to your usual care provider or our Privacy Officer, if you want to:

- **See your own assessment:**
You can request a copy of your assessment at any time.
- **Correct your own assessment:**
You can ask to have information in your assessment corrected or updated.
- **Opt-Out:**
You may choose not to share your information with other health service providers.

To withhold or withdraw your consent to share basic identifying or assessment information, call the Integrated Assessment Record (IAR) Consent Call Centre toll free at:
1-855-585-5279

Contact our Privacy Officer if you would like to know more about how your PHI is handled and shared with our partner organizations.

Privacy Officer
Niagara Ina Grafton Gage Village
Patrick O'Neill, CEO
905-935-6080, Ext. 223

The Privacy Commissioner

If you have any issues or concerns about how your health information is being handled, please contact:

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone:
416-326-3333
or 1-800-387-0073
Online: <http://www.ipc.on.ca>



Privacy and Your Assessment



A Guide to the Collection,
Use and Sharing of Your
Personal Health
Information