

## A Commitment to Privacy

At Joseph Brant Hospital (JBH) we recognize that the health information of our patients must be treated with respect and sensitivity, and that our patients' privacy must be protected.

JBH has security measures, policies, procedures and technology in place to ensure your health information is only accessed by authorized persons.

## Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf.

The personal health information we collect may include your name, date of birth, address, health history, records of your visits to JBH and the care you received during those visits. We may also collect information from other health care providers if relevant to your current episode of care.

## Your Choices

We respect your right to access and/or correct your own health information. To access your information, contact our Release of Information Office in the Health Records Department at 905-632-3737 ext. [5660](tel:905-632-3737) ext. [1465](tel:905-632-3737). More information about our privacy practices is posted on [www.josephbranthospital.ca](http://www.josephbranthospital.ca)

To raise a concern you have with our practices, contact our **Chief Privacy Officer** 905-632-3737 ext. 1277  
Or  
**Email:** [remove\\_email  
privacy@josephbranthospital.ca](mailto:remove_email_privacy@josephbranthospital.ca)

You also have the right to contact the Information and Privacy Commissioner of Ontario if you have questions or concerns at [www.ipc.on.ca](http://www.ipc.on.ca)



# Respecting and Protecting Your Privacy



## Uses and Disclosures of Personal Health Information

Who has access to your personal health information?

- Physicians
- Nurses
- Technicians
- Therapists
- Other health professionals and hospital support staff

Why do these professionals need access to your personal health information?

- To provide the necessary care and treatment
- Ensure the continuity of your care when you are transferred to another facility or service
- Notify you of an appointment or change to an appointment
- For teaching and quality improvement activities

We may also use and disclose your personal health information to:

- Conduct approved research
- Compile statistics
- Comply with legal and regulatory requirements
- Plan, administer and manage our operations
- Fulfill other purposes permitted or required by law, and

**Your family physician** is an important member of your health-care team. If you are receiving care at our hospital, a copy of your diagnostic and/or treatment record will be forwarded to your family physician unless you request otherwise.

JBH supports the government's goal of providing Canadians with an electronic health record. As these systems become established, your JBH information will be stored securely on shared health information databases, accessible only by authorized health care providers.

**Non-clinical information** about your visit such as your name, location within the hospital and address may be released in order to:

- Assist visiting family, friends and clergy to locate you in the hospital
- Conduct patient satisfaction surveys that allow us to monitor and improve the quality of our services
- Conduct fundraising campaigns through the JBH Foundation.

**If you wish to keep your presence at our hospital private**, please notify the clerical staff when you register. They will ensure only the members of the health-care team will know you are in hospital.