

YOUR RIGHT TO PRIVACY

OUR COMMITMENT TO PRIVACY

The Kapuskasing and Area Family Health Team's mission is to provide comprehensive primary health care services to residents of the surrounding area. The KAPFHT is committed to promoting privacy and protecting the confidentiality of the health information we hold about you. We comply with the Health Information Protection Act (2004), comprised of both the Personal Health Information Protection Act (2004) and the Quality of Care Information Protection Act (2004).

Your health information is always treated with **respect** and your privacy is **protected**. Your personal health information is only accessible to those:

- Who need to know,
- Who are involved in your healthcare,
- Who have received your consent.

These may include Secretaries, Physicians, Specialists, Nurse Practitioners, Registered Nurses, Registered Practical Nurses, Social Workers, or Physiotherapists.

YOUR HEALTH RECORDS

Your health record includes information relevant to your health including your date of birth, contact information, health history, family health history, a record of your visits, the care and support you received during those visits, results from tests and procedures, and information from other health care providers.

YOUR CHOICES

We collect, use and disclose your health information to:

- Provide appointment reminders to you
- Treat and care for you
- Deliver our programs
- Educate our staff and students
- Plan, administer and manage our internal operations
- Be paid or process, monitor, verify or reimburse claims for payment
- Conduct risk management, error management, and quality improvement activities
- Seek your consent (or consent of a substitute decision maker) where appropriate
- Respond to or initiate proceedings
- Comply with legal and regulatory requirements
- Conduct research (subject to certain rules)
- Compile statistics
- Dispose of your information
- Allow for the analysis, administration, and management of the health system
- Fulfill other purposes permitted or required by law

Our collection, use, and disclosure of your health information are done in accordance with Ontario law.

YOUR PRIVACY QUESTIONS AND CONCERNS

Please ask to speak with one of our Co-privacy Officers - the Executive Director or Lead Physician. If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario at 1-800-387-0073.