

Our Commitment to your Privacy The South Georgian Bay Community Health Link (The Health Link) is a group of local healthcare and community services, working together, to find ways to do things better, to reach more people to help them manage their health and avoid crisis situations that could result in hospital or ED visits.

The Health Link is lead by a collaboration of:

- Georgian Bay Family Health Team (lead organization)
- Georgian Bay Family Health Organization (your local family doctors)
- Collingwood General and Marine Hospital
- The South Georgian Bay Community Health Centre
- North Simcoe Muskoka Community Care Access Centre
- Community Connection/211
- Sunset Manor Long Term Care, County of Simcoe

The following organizations are members of the Health Link:

- Breaking Down Barriers Independent Living Services
- Home for Life

Membership of the Health Link will grow quickly over time as we better understand what services are needed to help citizens of Collingwood, Wasaga Beach, Stayner, Clearview, Blue Mountain and surrounding areas. We will ensure that all members are committed to protecting the privacy of our patients' personal health information.

In order to provide coordinated health services to you, the Health Link needs to collect, use and disclose personal health information about you. You have a right to know how we collect, use and disclose your personal information. You have a right to expect that we will use all reasonable means to keep your personal health information accurate, confidential and secure.

The Health Link is committed to a high standard of privacy for its information practices. We comply with applicable privacy legislation, namely, the Personal Health Information Protection Act (PHIPA).

What is Personal Health Information? Personal health information identifies a specific individual and includes information relating to an individual's physical or mental health, or the provision of health care to the individual. The personal health information that we collect may include, for example, the patient's name, date of birth, address, health history, a record of a patient's visits and the records of treatment provided during those visits.

The information contained in the patient's file belongs to the individual and the individual may

access the personal health information contained in their record of personal health information.

Who do we collect personal health information from? We collect personal health information directly from you or from a person acting on your behalf. We may also collect personal health information about patients from other sources if we have obtained the patient's consent or if the law permits us to do so.

Who do we share your personal information with? Personal health information gathered by our Health Link teams is kept in confidence and access to your personal health information is only provided to those individuals who need to know this information in order to perform their duties or functions.

Unless we are asked not to, personal health information will be shared among the people involved in providing or assisting in the provision of care to the patient. This may include:

- Health care professionals working for Health Link member organizations, including physicians, specialists, nurse practitioners, registered nurses, care coordinators, social workers, pharmacists, registered dietitians or diabetes educators;
- A hospital or community-based health organization providing health care services to you.

With your specific consent, we may also disclose your personal health information to:

- Organizations and individuals who provide other services other than health care to you (e.g. schools, educational staff, group homes, etc.)
- Other individuals whom you request information be disclosed to, such as family members or friends.

Why do we use and disclose personal health information? The Health Link uses and discloses personal health information to:

- provide health care and to communicate with various health care providers including family physicians and/other community agencies/institutions for continuity of care purposes, in order to treat/support and care for patients;
- improve quality of service, and compile statistics that will help us to understand what improvements work to best provide services to our patients in the community
- Plan for services to better meet the future needs of our patients

What are your privacy rights? You or an authorized person on your behalf have the right to:

- Subject to privacy laws, ask us not to share your personal health information with other health care providers, or where you have provided permission to collect, use or disclose personal health information, to withdraw your consent at any time
- Request to see and obtain a copy of your personal health information
- Request changes or corrections to inaccurate or incomplete personal health information
- Be advised if your personal health information is lost, stolen or improperly accessed
- Inquire about how we handle personal information
- Complain if you have concerns about the way we handle your personal health information

How do you contact the Health Link regarding your privacy rights? If you have questions, concerns or complaints relating to our privacy policy or would like more information about our privacy practices, you may contact:

South Georgian Bay Community Health Link Privacy Officer

Georgian Bay Family Health Team

186 Erie Street, Suite 100

Collingwood

Privacy@gbfht.ca or 705-444-5885

Who else can I contact if I have a privacy complaint? You have the right to contact the Information and Privacy Commissioner of Ontario if you have concerns about our privacy practices. The Commissioner can be reached at:

1-800-387-0073 or visit the IPC website at www.ipc.on.ca

How is my information shared? The Health Link care team members share information securely through in-person discussion, fax and phone calls and through electronic means. They will only provide and have access to the information that is necessary to provide you the care you need.

How secure is my information? Your family doctor maintains your medical records and the security of that system is managed by the physician group. The Health Link has adopted the security policy of the physician group to ensure that Health Link communication is as secure as the medical records .

Regular assessments of the security of the medical record environment are conducted to ensure that a high level of security is maintained. A summary of the most recent assessment on behalf of the Health Link can be obtained by contacting privacy@gbfht.ca