

Privacy & Confidentiality

Disclosing your Personal Health Information

Your information may be shared with the following persons or agencies:

You or anyone you have authorized to have access to your information, including the professionals and other health agencies involved in your health care.

A health regulatory agency, such as the Ministry of Health & Long-Term Care, if health regulations or laws require personal information.

A public authority, another service provider or family member, where it is reasonably judged that there is an urgent threat to your safety or the safety of another person(s), or for purposes of legal or anticipated legal proceedings in relation to a Krasman Centre program.

Other persons, if you agree, or when the law requires it, e.g. a Medical Officer of Health to diagnose, investigate prevent, treat or contain communicable diseases.

Privacy & Confidentiality

Your Rights

If you have concerns about our information and privacy practices you have the right to contact:

The Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, ON M4W 1A8

Tel: 416-326-3333

www.ipc.on.ca

How to Contact Us

If you have questions or concerns about our information and privacy practices after reading this pamphlet, or if you want to find out how to look at your record, please contact:

Privacy Officer

Susan Dobson, Executive Director

Tel: 905-780-0491 ext. 112 Fax: 905-780-1960

Email: s.dobson@krasmancentre.com

Privacy & Confidentiality

Our Commitment to Your Privacy and Confidentiality

This brochure describes Krasman Centre's information and privacy practices.

It is your right to know how we collect, use and share your personal health information.

A Place to be Label Free

www.krasmancentre.com

Our Commitment to Your Privacy and Confidentiality

The following describes Krasman Centre's information and privacy practices. It is your right to know how we collect, use and share your personal health information.

What is personal health information?

Personal health information is anything about you and/or your physical or mental health when getting healthcare services. When we talk about your mental health, personal health information can be things like the information contained in your Ontario Common Assessment of Needs (OCAN), places where you get services or supports and family history.

We Require Your Consent

We need your permission to collect, use or share your personal health information.

Unspoken Permission (Implied Consent)

When you participate in our programs you are giving permission to Krasman Centre to properly use your personal health information.

However, it is our practice to ask you for your verbal or written permission (Express Consent) to collect, use and share your personal health information.

Protecting Your Privacy

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. And we conduct audits of our procedures to ensure that your personal health information remains protected.

Collecting Information

The personal health information we collect may include, for example, your name, date of birth, address, information on your housing, income and education as shared by you through your voluntary participation in the Ontario Common Assessment of Needs.

Using Your Information

Your information may be used for the following purposes:

Your Health Care

Your information is recorded in a health record, and staff members of Krasman Centre who are involved in your health care are required to read it to provide you with the best possible support. We also use your information to communicate and consult with other health care providers involved in your care with your verbal or written permission.

Reviewing our Programs

Your records may be reviewed to evaluate the quality of programs and services offered at Krasman Centre, but you will remain anonymous in all our reports. We may also contact you for your opinion when we do satisfaction surveys.

We use statistics to help us plan, evaluate and manage our services, and to report to our funders about our operations, but you will remain anonymous in all of our reports. We also use statistics for research purposes, and again, your information will remain confidential according to standards set by a Research Ethics Board.

Your Choices

You have the right to:

See and ask for a copy of your personal health information.

Ask us to make corrections to your personal health records if they are in error (subject to some legal restrictions).

Withdraw a consent previously given to us to use or share your personal health information.