



OUR INFORMATION PRACTICES

Collection of Personal Health Information

We collect personal health information about you directly from you or from the person(s) acting on your behalf. The personal health information that we collect may include your name, date of birth, address, health history, records of your visit to Brockville General Hospital and the care you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained consent from you or your substitute decision-maker to do so or if permitted to do so by law.

Uses and Disclosures of Personal health Information

We use and disclose your personal health information to:

- provide the best possible care for you,
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others),
- plan, administer, monitor and manage our internal operations,
- conduct quality improvement and risk management activities as required under the Hospital Act,
- conduct or participate in research activities required by the Ministry of health or approved by the hospital ethics committee, the Medical Advisory committee and the Board for statistical review of patterns of disease, health care utilization or other activities focused on improved understanding of community needs and emerging trends in relation to patterns of disease or issues in care delivery. This does not include disclosure of your name or any particulars about you unless you have signed a specific consent for release of information,
- students and staff as part of approved education programs,
- allow us to contact you regarding your opinions or suggestions (patient satisfaction surveys) and support in improving our healthcare services and programs,
- comply with legal and regulatory requirements, and
- fulfil other purposes permitted or required by law.

Accessing Your Record

You may access your personal health information by contacting us (subject to legal exceptions). There are standard charges that apply to copies made by the hospital for you or a 3rd party individual or agency. If you do not agree with any information contained in our records this concern or comment can be included in the records, however diagnostic opinions of physicians or other care providers and specific facts in relation to investigations or care may not be changed without the agreement of the involved health care providers. Forms to request access to your personal health information are available from the Health Information Management department (see contact information below).

Important Information

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protects your privacy and only uses your health information for the purpose for which you have consented or we have been required to comply with by law.

How to Contact Us

For more information about our privacy protection practices, or for information on how to access your personal health information, contact:

Brockville General Hospital
75 Charles Street
Brockville, Ontario K6V-1S8
Telephone: (613)345-5649 Ext: 1- 1148
Fax: (613)345-3529
Email: privacy@bgh-on.ca

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at 1-800-387-0073 or at www.ipc.on.ca