

# Personal Health Information Protection Act



## Summary of commitment of Hôpital Notre-Dame Hospital towards patients

### 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 that we collect may include, for example, your name, date of birth, address, health history, records of your visits to Hôpital Notre-Dame Hospital and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

### Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you,
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others),
- plan, administer and manage our internal operations,
- conduct risk management activities,
- conduct quality improvement activities (such as sending patients satisfaction surveys),
- teach,
- compile statistics,
- fundraise to improve our healthcare services and programs,
- comply with legal and regulatory requirements,
- fulfill other purposes permitted or required by law, and
- Other information (basic patient condition, room #, religious affiliation).

### Your Choices

You may access and correct your personal health records, or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

### 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 protect your privacy and only use your personal health information for the purposes you have consented to.

**The policy "Privacy Act" can be provided on demand  
(ADM-GEN-LEG-13)**

Reference: Personal Health Information Protection Act  
(PHIPA), Ontario  
Bill 31

### How to Contact Us

Our privacy contact person is **Nicole Rivest**

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at:

1405 Edward Street, P.O. Bag 8000, Hearst, ON P0L 1N0  
Telephone: 705-372-2910  
Fax: 705-372-2923  
E-mail: [rivestn@ndh.on.ca](mailto:rivestn@ndh.on.ca)  
Web Site: [www.ndh.on.ca](http://www.ndh.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 by mail at:

2 Bloor Street East  
Suite 1400  
Toronto, ON M4W 1A8

General Inquiries: Toll free 1-800-387-0073  
TDD/TTY: 416-325-7539  
Fax: 416-325-9195  
E-mail: [info@ipc.on.ca](mailto:info@ipc.on.ca)  
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