

Collection of your Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf. We may collect information, indirectly from other sources, where permitted or required by law. The information collected may include your name, date of birth, address, health history, records of your visits to Waypoint and the care you received during those visits.

Before collecting your personal health information from you, we will explain to you the purpose of collecting the information. The cornerstone to protecting your privacy is consent. We will only collect, use and disclose your personal health information with your consent, except where otherwise permitted or required by law.

Uses and Disclosures of Personal Health Information

Our collection of your personal health information is limited to what is reasonable under the circumstances. Your personal health information will be used only for the purpose for which it is collected.

We use and disclose your personal health information to:

- support your treatment and care for you in hospital and in the community,
- get payment for your treatment and care (OHIP, WSIB, your private insurer or others),
- plan, administer and manage our internal operations,
- conduct risk management activities,
- conduct quality improvement activities (sending patient satisfaction surveys),
- teach,
- conduct research,
- compile statistics,
- fundraising,
- comply with legal and regulatory requirements and
- fulfill other purposes permitted or required by law.

Security

Your personal health information is kept confidential and secure and is not disclosed to anyone outside Waypoint without your consent, unless disclosure is permitted or required by law. 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.

We take steps to protect your personal health information from:

- theft,
- loss and unauthorized access and viewing,
- copying,
- modification,
- use and
- disclosure and disposal.

We conduct audits and complete investigations to monitor and manage our privacy compliance.

Access

You have the right to access your own personal health information to verify the accuracy and to correct your personal health information records. You may withdraw your consent for some of the above uses and disclosures by contacting us subject to legal exceptions/restrictions and with reasonable notice.

How to Contact Us

Our privacy contact person is our Privacy Officer.

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

Waypoint Centre for Mental Health Care
500 Church Street
Penetanguishene, ON
L9M 1G3
Tel. (705) 549-3181 ext. 2258
www.waypointcentre.ca

You have the right to complain to the Ontario Information and Privacy Commissioner if you think we have violated your rights. The Commissioner can be reached at:

2 Bloor Street, East, Suite 1400
Toronto, Ontario
M4W 1A8
Fax: 416-325-9195
Telephone: 416-326-3333 or Long Distance 1-800-387-0073
www.ipc.on.ca