

Additional Information:
For more information
about our privacy
practices, or if you have a
question contact :
**CTRC's
Privacy Officer
CTRC
600 Toke Street,
Timmins, Ontario
267-8181**

Complaints:

*You have the right to complain to
the Information and Privacy Com-
missioner of Ontario. The Com-
missioner can be reached at:
Information and Privacy Commis-
sioner of Ontario*

2 Bloor Street East—Suite 1400

Toronto, ON M4W 1A8

Phone: 1-800-387-0073

Fax: (416) 325-9195

Email: info@ipc.on.ca

Website: www.ipc.on.ca



**Cochrane Temiskaming
Resource Centre
600 Toke Street
Timmins, Ontario
P4N 6W1**

**Phone: 705-267-8181
Fax: 705-264-4255
E-mail: general@ctrc.on.ca**

**COCHRANE
TEMISKAMING
RESOURCE
CENTRE**

**YOUR PERSONAL
HEALTH
INFORMATION GUIDE**



Personal Health Information
Protection Act, 2004.

YOUR PERSONAL HEALTH INFORMATION

Collection of Your Personal Health Information:

CTRC recognizes the importance of the privacy of your personal health information, and is committed to respecting, safeguarding and protecting your personal health information. CTRC is committed to maintaining the confidentiality and security of both written and electronic personal health information and has a number of practices in place to protect the privacy of your personal health information. We collect personal health information about you directly from you or from the person acting on your behalf. When we have your consent, or the law permits, we collect personal health information about you from other sources.

Personal health information is collected that includes:

- Client's name, address, date of birth,
- Next of Kin's/Guardian's name and address
- General information about the reasons for the referral
- General information about family/home environment
- Facts and information about your health, health and social history and the health care and related services that you are currently receiving or have received in the past
- Relevant information from other sources (i.e school records, physicians reports, etc.)

Use of Personal Health Information:

CTRC uses your personal health information in a number of ways:

- As a component of the assessment process for eligibility for specific programs and services
- To make referrals to other agencies on behalf of or in conjunction with you.
- To treat and care for you in the community, home or residential setting
- To fulfill other purposes permitted or required by law.

Non-identifying information related to clients care is used for administration, management, strategic planning, decision making and allocation of resources. Non-identifying information may be shared with the Ministry of Community and Social Services and the Ministry of Children's & Youth Services for program planning, which may include demographic information, information regarding children's needs, waiting lists and services currently being received. Personal Health Information is not shared.

Disclosure of Personal Health Information:

CTRC discloses personal health information to appropriate agencies, which are in our "circle of care", after obtaining consent from you or your decision maker. Personal health information is disclosed to others involved in your care to ensure they have information they need to provide appropriate care for you. You may withdraw your consent for disclosure at anytime.

Who is in our "Circle of Care"

Access Better Living, Community Living Associations, Children's Treatment Centre., Extend-a-family, Child and Family Services, Doctors, Health Unit & Registered Health Professionals within the Districts of Cochrane & Timiskaming, **Family Health Team Officers**
Who is not: Insurance Carriers, Lawyers, Schools & CAS Protection Services.

Security/Storage and Retention of your Personal Health Information:

CTRC is committed to the safety and security of personal information including health information. All paper records containing personal information including health information are maintained in secure and locked files. Once the record is no longer required to be retained, the records are shredded. All electronic records (*Client Information Management System) require passwords to access.

Right to Access Records: You have a right to access and request corrections to your personal health information by contacting CTRC at 267-8181 ext-254

*Client Information Management

System: On April 1, 2008, your personal health information will be stored electronically in our Client Information Management System. We commit and assure you that the information stored in the CIMS database is kept both private and confidential at all times. Your client record can only be accessed or disclosed to those individual and/or services who you have identified as providing services and are in our "circle of care". Under the Personal Health Information Protection Act, you have the right to withdraw or limit the disclosure of information at any time by contacting the CTRC Privacy Officer.

Any questions or concerns? Please contact:

Privacy Officer
CTRC
600 Toke Street, Timmins, ON
267-8181
Ext-254

