



Your Privacy is IMPORTANT to Us

HeartHouse Hospice is subject to the requirements of the ***Personal Health Information Protection Act, 2004 (PHIPA)***, which mandates the protection of the privacy of your personal health information.

HeartHouse Hospice is committed to respecting and maintaining the privacy of your personal health information. We believe that you should be aware of personal health information that we collect, how we use it, how we protect it and how to contact us.

If you have any questions regarding privacy, access to your record, correction of information or if you have a privacy issue, you may contact the Privacy Officer at HeartHouse Hospice. The Privacy Officer at HeartHouse Hospice is:

Director of Community Programs
Unit 1, 855 Matheson Blvd. E.
Mississauga, ON L4W 4L6
Phone: 905-712-8119
Email: info@hearthousehospice.com

What is Personal Health Information (PHI)?

PHI includes information about your health status, health history, health card number, eligibility for health-care services, and care needs that includes identifying information about you, such as your name.

YOUR PRIVACY RIGHTS

You have the right to know how we collect your information.

We collect, use and share personal health information with other health-care providers involved in your care. This information is shared only with your consent. Sometimes we do rely upon your implied consent.

Implied consent means that when you seek services from us, we assume that we have your permission to collect, use and share your personal health information with other health-care providers that will be involved in your care. In some circumstances there may be other services such as Ontario Works, Service Ontario, schools where we are sharing information. Sharing of information is restricted to only that which is required to assist you in accessing service.

Information is used for data collection but specific identifying information is not disclosed in the use of data.

hearthousehospice.com   

1-855 Matheson Blvd. E. · Unit 1 · Mississauga · ON · L4W 4L6
(905) 712-8119 · Fax: 905-712-4029 · info@hearthousehospice.com



As a recipient of services from HeartHouse Hospice you have the right to restrict or to withdraw permission at any time by contacting the staff member with whom you are working or by contacting the Privacy Officer.

You have the right to access your information

You have the right to access the personal health information contained in your record, and to have this information corrected or amended. You also have the right to change or remove your consent.

You have the right to voice your concerns

If you believe any of your privacy rights have been violated, please contact the Privacy Officer. If the Privacy Officer has not resolved your concerns to your satisfaction, you have a right to file a complaint with the Information and Privacy Commissioner/Ontario (IPC).

The Information and Privacy Commissioner may be reached by:

Phone: 416-326-3333 or 1- 800-387-0073

Online: <http://www.ipc.on.ca>

Mail:

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

CORRESPONDENCE:

We do not sell, give or otherwise disclose information to third parties except as set forth herein or in accordance with applicable laws.

We ask that you limit the type of personal health information you include in an email or text as it may be stored by a telecommunications provider (external third party) where the information is not encrypted or protected.