

# Statement of Information Practices at Hotel Dieu Shaver



## Collection of Personal Health Information

Hotel Dieu Shaver Health and Rehabilitation Centre (HDSHRC) collects personal health information (PHI) 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 Hotel Dieu Shaver Health and Rehabilitation Centre (HDSHRC) 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
- Conduct quality improvement activities
- Compile statistics
- Comply with legal and regulatory requirements
- Conduct research as approved by the Research Ethics Board
- Teach
- Notify a representative of a religious or other organization to visit you during your stay
- Notify you of an appointment or change to an appointment
- Plan, administer and manage our internal operations
- Conduct risk management activities
- Fulfill other purposes permitted or required by law
- Obtain payment for your treatment and care from OHIP, WSIB, your private insurer or others
- Conduct patient satisfaction surveys
- Confirm that you are a patient, your general health status and your room and telephone extension while in hospital
- Locate you or your family in urgent/emergent situations using an overhead paging system
- Facilitate the federal and provincial governments' goal of providing Canadians with an electronic health record. This will improve patient safety, reduce wait times, avoid duplicate testing and enhance timely access to your health information by your health care provider. As these systems become established your HDSHRC information will be stored securely on shared health information databases, accessible only by your authorized health care provider.

As well, we disclose your contact information to our Hospital Foundation so they may conduct fundraising to improve our health-care facilities, services and programs.

## Your Choices

You may withdraw your consent for the following uses and disclosures:

- Fundraising
- Teaching
- Confirmation of your in/outpatient status
- Religious representative notification
- Patient satisfaction surveys
- Some federal/provincial electronic health information systems
- The disclosure of your personal health information to other health care providers who provide health services

You may access and correct your personal health records. Please contact the HDSHRC Health Records Office for more information on accessing, correcting or withdrawing consent for your personal health information.

## 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 personal health information for the purposes to which you have consented.

## How to Contact the Privacy Office

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

**Director, Health Data & Quality Improvement**  
**Hotel Dieu Shaver Health and Rehabilitation Centre**  
541 Glenridge Avenue  
St. Catharines, Ontario L2T 4C2  
Tel: (905) 685-1381 ext. 85323  
Fax: (905) 688-9905  
E-mail: [Catherine.Esposito@hoteldieushaver.org](mailto:Catherine.Esposito@hoteldieushaver.org)

You have the right to contact the Information and Privacy Commissioner/ Ontario if you think we have violated your rights. The Commissioner can be reached as follows:

**Information and Privacy Commissioner/Ontario**  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
Tel: 416-326-3333 or 1-800-387-0073  
Fax: 416-325-9195  
Web site: [www.ipc.on.ca](http://www.ipc.on.ca)

Do not send personal information via e-mail or fax. This document is available on the HDSHRC web site.