

Overview

The protection of your personal health information is of critical importance to Sheridan. We take all necessary steps to safeguard your personal health information, ensure that you are aware of how and when your information is being collected, and help you to understand how the information is being used and by whom. Further, Sheridan health care providers ensure that they are only collecting information necessary or relevant to provide care, are limiting disclosure to only those who absolutely require it, and allow you to request or correct your information at any time.

The statement below provides information concerning Sheridan's privacy and personal health information practices and will ensure that you are aware of your rights under privacy legislation.

How and Why does Sheridan Collect Personal Health Information (PHI)?

Sheridan Health Services collects the personal health information of patients on a daily basis in order to provide you with health care. As such, when you become a patient, Sheridan assumes that you are giving your consent to collect, use, and share your information insofar as it is necessary to your medical care. This is called implied consent. Be advised that Sheridan will not disclose your PHI unless it is medically necessary and you may at any time indicate that you do not want your information shared.

Who can See your Personal Health Information?

It is important to note that your PHI is only disclosed to those who have a direct need for the information in order to provide medical care. We are obligated to protect your information and in general, will not disclose to any person, agency, or otherwise unless we have your written permission, including:

- Your professors or employers
- Your insurance company
- Your family / friends
- Administrators both within and outside of Sheridan

Notes on Consent

There are times when Sheridan could be required to disclose your PHI without your written consent, including:

- To report or process a payment through a government agency (ex: OHIP)
- To report a health condition that may make you unfit to drive
- To report on certain diseases (ex: to the Medical Officer of Health)
- When abuse is suspected
- To confirm a death
- To provide immediate family with information that could impact their personal health
- To prevent individual or public harm
- To assist in health care planning / research / resource allocation
- For the purposes of risk management / legal proceedings
- For the purposes of law enforcement

Disclosure as per all of the above is only in the case that appropriate privacy standards have been met and / or complied with.

Substitute Decision-makers

Sheridan assumes that you are able to make decisions concerning your own personal health information. However, if it is determined that you are not able to make treatment decisions for yourself, a substitute decision-maker, normally a member of your immediate family, will be designated to make these decisions on your behalf.

Accessing your Personal Health Information

As per the Personal Health Information Protection Act, you have a right to access, see, obtain, or correct your PHI. This request can be submitted in person or in writing, for a reasonable fee. There are certain, limited restrictions as to the information you can request; if the information pertains to law enforcement, a legal proceeding, or to someone other than yourself, you may not be granted access.

Please note that, as per the legislation, we must respond to your request within 30 calendar days.

Correcting your Personal Health Information

You also have the right to make corrections to personal and personal health information that you know to be inaccurate or incomplete. It is possible that Sheridan may deny your request if it is the case that it was created by someone outside of the institution and we lack sufficient information to make the change. If we cannot make the requested change, you will be informed of the decision and why it was made.

Once again, we must respond to any request within 30 calendar days.

Sheridan's Contact Person

If you have questions, concerns, or requests concerning your PHI, you can contact the Senior Manager of Health and Counselling Services. The contact person's main roles are to ensure that Sheridan is complying with the Personal Health Information and Protection Act, to manage requests for access and

corrections to personal health information, and to respond to inquiries. The contact person is supported by the Office of General Counsel as well as the Manager, Records and Information Management.

For More Information

If you have general questions concerning Personal Health Information or more specific queries regarding your PHI or the PHI of someone to which you are a substitute decision-maker, or if we are unable to resolve all of your concerns, you can contact the Office of the Information and Privacy Commissioner of Ontario using the contact details below:

Information and Privacy Commissioner/Ontario

2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Telephone: 416 326 3333
or 1 800 387 0073
Facsimile: 416 325 9195
TTY: 416 325 7539
Website: www.ipc.on.ca
Email address: info@ipc.on.ca

Sheridan's Contact Person

If you have questions about this statement, or about any procedures regarding your personal health information more generally, you can contact Sheridan's contact person using the information below:

Senior Manager, Health and Counselling Services
Student Services
Office: 905-845-9430 x. 2534