

# **Pembroke Regional Hospital Inc.**

## **Collection of Personal Health Information**

We collect personal health information 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 Pembroke Regional Hospital 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,
- Inform your family physician,
- Get payment for your treatment and care, for example, from OHIP, WSIB, Federal Government (i.e. Military), your private insurer or others, etc.,
- Plan, administer and manage our internal operations,
- Conduct risk management activities,
- Conduct quality improvement activities (such as sending patients satisfaction surveys),
- Teach,
- Conduct research,
- Compile statistics,
- Fundraise to improve our healthcare services and programs,
- Comply with legal and regulatory requirements,
- Fulfill other purposes permitted or required by law,
- Other health care providers in Ontario, who are partners in your care.

## **Your Choices**

You may access and correct your personal health records, or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

## **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 protect your privacy and only use your personal health information for the purposes you have consented to.

**Pembroke Regional Hospital may access your electronic health record from other partner hospitals for the sole purpose for providing care.**

To contact us and for more information about our protection practices, or to raise a concern with our practices, call our privacy contact person at: 613-732-3675 ext. 6167, [privacy@pemreghos.org](mailto:privacy@pemreghos.org), 705 MacKay Street, Pembroke, Ontario, K8A 1G8, fax 613-732-6343 or [www.pemreghos.org](http://www.pemreghos.org).

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at: 2 Bloor Street East, Suite 1400, Toronto, Ontario, M4W 1A8, Phone: 416-326-3333, 1-800-387-0073, Fax: 416-325-9195, Website: [www.ipc.on.ca](http://www.ipc.on.ca)