



Mental Health - Care & Research
Santé mentale - Soins et recherche

INFORMATION PRACTICES

We place a high value on the privacy, confidentiality, and security of your personal health information.

This pamphlet outlines The Royal's principles that are based on internationally recognized privacy standards.

www.theroyal.ca

Principle 1 ACCOUNTABILITY

The Royal Ottawa Health Care Group (The Royal) is accountable for the personal health information of our patients and has appointed a Corporate Privacy Officer to manage and monitor privacy issues.

Principle 2 IDENTIFYING PURPOSES

At or before the time we collect your personal health information, we are required to explain to you why this information is being collected. The information may be required for your care and treatment, to administer the hospital's programs and services, obtain payment for your treatment and care, conduct quality improvement and risk management activities, for teaching, fundraising, statistics or to comply with legal requirements.

Principle 3 CONSENT

Your consent, which can be either express or implied, is required for the collection, use, and disclosure of your personal health information, unless the law permits otherwise.

Principle 4 LIMITING COLLECTION

The Royal limits the collection of personal health information by ensuring you are only asked for necessary information.

Principle 5 LIMITING USE, DISCLOSE, AND RETENTION

Personal health information will not be used or disclosed for purposes other than that for which it was collected, except with your consent, or as required by law. If the hospital uses your personal health information for a new purpose, it must document this purpose and notify you.

Principle 6 ACCURACY

The Royal ensures that your personal health information is accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used. This minimizes the possibility of incomplete or incorrect information being used to make treatment decisions about you.

Principle 7 SAFEGUARDS

The Royal has appropriate security measures and safeguards in place to protect your personal health information.

Principle 8 OPENNESS

The Royal's information practices and complaint processes are posted on the mental health centre's website, available in the Patient and Family Resource Centre, and posted in public areas of the centre. This information can also be obtained by contacting the Corporate Privacy Officer.

Principle 9 PATIENT ACCESS AND CORRECTION TO PERSONAL HEALTH INFORMATION

You have the right to request access to your health records and, once given access, you also have the right to request a correction to that record if you believe that it is inaccurate or incorrect and provide the proof to correct it.

If your request for correction is refused, you have the right to add a "Statement of Disagreement" to your record. The Royal must include your statement whenever it discloses the information to which your statement relates, and try to disclose the statement to any prior recipient of information, if it benefits your health care. The Royal must also inform you of your right to complain about the refusal to the Office of the Information Privacy Commissioner/Ontario.

Principle 10 CHALLENGING COMPLIANCE

If you have issues with The Royal's privacy practices you can address your concerns to:

The Corporate Privacy Officer The Royal

1145 Carling Avenue
Ottawa, Ontario. K1Z 7K4

Tel: 613.722.6521 ext. 6351
Fax: 613.722.5048
Email: privacyoffice@theroyal.ca

The Royal: www.theroyal.ca

The Information 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
Email: commissioner@ipc.on.ca

IPC: www.ipc.on.ca

Implied Consent

Implied consent means The Royal can conclude from surrounding circumstances that you would reasonably agree to the collection, use, and disclosure of your personal health information. However, to rely on “implied consent” the mental health centre must:

1. Post a notice in high traffic or public areas of The Royal or give patients a pamphlet which describes how the mental health centre collects, uses, and discloses personal health information.
2. Inform patients that they may withhold or withdraw consent at any time and provide information on how.
3. Inform patients who to contact with concerns about The Royal's information practices.
4. Inform patients how to make a complaint to the Office of The Information Privacy Commissioner/Ontario.

Sometimes the mental health centre may disclose personal health information about you without your consent where permitted by law. For example, we may disclose information to another hospital or health care provider if it is reasonably necessary for providing health care to you and The Royal can not obtain your consent in a timely manner. If you have withdrawn or placed conditions on your consent, The Royal may not disclose information about you.

Express Consent

Express consent is obtained when you clearly agree to the collection, use, and disclosure of your personal health information. Express consent can be given in writing, orally, by telephone, or electronically, but must be in writing when:

- The Royal makes the disclosure to a person, organization, or facility not defined as a “health care custodian” under the Act, or;
- The disclosure to another health care custodian is not for the purposes of providing health care to you.

Withdrawal or Conditional Consent

You may withdraw or place “conditions” on your consent by writing to The Royal. This will not have a retroactive effect, and it will not restrict any recording of your personal health information required by law or established standards of practice.