

# Our Privacy Commitment to Patients

Peterborough Regional Health Centre is committed to protecting your privacy.

To provide you with the best possible care, it is essential that we have access to your health information.

We collect, use, disclose, retain and protect your personal health information under the "Personal Health Information Protection Act" (PHIPA).

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## HOW TO CONTACT US

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact the PRHC Privacy Office:  
705.743.2121 or via  
Privacy Officer, PRHC  
1 Hospital Drive,  
Peterborough, ON K9J 7C6

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*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:  
Information and Privacy,  
Commissioner/Ontario  
2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8  
Phone: 416.326.3333  
if long distance 1.800.387.0073  
(within Ontario)  
Web: [www.ipc.on.ca](http://www.ipc.on.ca)  
E-mail: [info@ipc.on.ca](mailto:info@ipc.on.ca)

## 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 PRHC 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. Your health information is stored in a shared electronic system and is available to health care providers involved in your care, unless you tell us otherwise.

## Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others)
- plan, administer and manage our internal operations
- conduct risk management activities
- teach
- conduct research
- conduct quality improvement activities (such as sending patient satisfaction surveys)
- compile statistics
- comply with legal and regulatory requirements, and
- fulfill other purposes permitted or required by law
- PRHC Foundation (name and address only)

## Your Choices

You may request to access or 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 protects your privacy and only uses your personal health information for the purposes you have consented to.