



# STATEMENT OF INFORMATION PRACTICES

## PERSONAL HEALTH INFORMATION

Lisaard & Innisfree Hospice is a “health information custodian” for the purposes of the Personal Health Information Protection Act, 2004 (PHIPA).

In accordance with PHIPA we collect 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 be in various forms and may include, for example, your name, photograph, date of birth, address, health history, records of your visits to regional hospitals 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

Access to your personal health information is available to those who need it in order to provide care. This may include physicians, nurses, technologists, therapists and other health professionals. We use and disclose your personal health information to:

- treat and care for you
- facilitate continuity of care when you are transferred to another facility
- obtain payment for your treatment and care from OHIP, WSIB, private insurer or others
- plan, administer and manage our internal operations
- conduct risk management and quality improvement activities including patient satisfaction surveys
- teach
- conduct and support approved research
- compile statistics
- conduct fundraising initiatives to improve our healthcare services and programs
- comply with legal and regulatory requirements, and fulfill other purposes permitted or required by law

Non-clinical information about your visit such as your name, location in the hospital and telephone number in the hospital may be released to family and friends in order to confirm you are a patient or notify a representative of a religious affiliation to visit you if you wish

## YOUR CHOICES

You may request access to your record, withdraw consent for access to your record or submit a request for correction to your record by contacting  
Lisaard & Innisfree Privacy Officer.  
Executive Director  
c/o Lisaard & Innisfree Hospice  
2375 Homer Watson Blvd., Kitchener ON N2P 0E9  
(519) 208-5055 ext 251

## IMPORTANT INFORMATION

We take steps to protect your personal health information from loss and unauthorized use or disclosure. We conduct audits and carry out 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.

## HOW TO CONTACT THE PRIVACY COMMISSIONER

If you have questions or concerns, you also have the right to contact:

The Information and Privacy Commissioner of Ontario at 2 Bloor Street East Toronto, ON M4W 1A8  
Telephone: (416) 326-3333 or 1-800-387-0073 Fax: (416) 325-9195 [Website: www.ipc.on.ca](http://www.ipc.on.ca)