

## **Privacy Policy Statement**

At Bancroft Community Family Health Team (BCFHT) we take client privacy very seriously. In addition to our established policy of dealing with personal health and other information in a sensitive manner, we are required by law to ensure that our collection, use, retention and disclosure of personal health information is carried out in accordance with established principles, and requirements of Ontario's Personal Health Information Protection Act.

For the purpose of providing care to you or assisting in providing care, your personal health information is stored securely by electronic and physical means. Personal health information in your electronic record is accessed on a need-to-know basis when necessary to provide you with the best care.

**1. We are responsible for your personal health information.**

BCFHT is responsible for the personal health information it holds about you and has policies to protect the privacy and confidentiality of this information. BCFHT has a privacy officer who is accountable for the organization's compliance with these policies and associated legislation.

**2. We are clear about why we collect personal health information from you.**

BCFHT collects personal information about you so we can provide you with the highest quality health care and services. The primary reason we collect personal health information is to provide quality patient care, as well as deliver programs and services. We are required to collect certain statistical data as part of program evaluations and mandatory reporting.

**3. We work in a team model where physicians, nurse practitioners, nurses, dietitians and a variety of skilled staff are part of providing high quality services to you.**

Your personal health information may be shared among a variety of health care providers who are involved in your care in order to address all your needs or coordinate your services.

**4. We ask for your consent (agreement) to collect, use, and disclose your personal health information.**

Every client/patient (or his/her legally authorized representative) will sign an agreement about how their personal health information can be used. We will fully explain how your personal health information may be used and disclosed. We will answer any questions you may have before we ask you to sign a consent form.

**5. We limit the use, disclosure and retention of personal health information.**

BCFHT will only collect information that is necessary to improve the coordination and quality of services provided to you.

**6. We limit the use, disclosure and retention of personal health information.**

BCFHT will not use or disclose your personal health information for purposes other than providing direct care or services to you, evaluation, or planning of services. Personal



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health information will only be retained as long as necessary for the fulfillment of those purposes.

**7. We take steps to safeguard your personal health information.**

BCFHT will protect your personal health information by ensuring appropriate safeguards are in place.

**8. You have the right to know what personal health information we hold about you.**

You have the right to know what information is collected and can request access or corrections to this information. A request to access or correct your information can be made simply by requesting either form from our front desk staff. Your primary health care provider will follow-up on your request.

**9. Accuracy of personal health information.**

BCFHT ensures the accuracy of your personal health information. Information shall be as accurate, complete and up to date as is necessary for the purposes for which it is to be used.

**10. We respond to concerns and questions.**

If you have questions or concerns about the way the BCFHT is carrying out these principles please contact the BCFHT Privacy Officer, at [Privacyinfo@bancroffht.com](mailto:Privacyinfo@bancroffht.com), (613) 332-1565 ext. 227 or in writing at Box 1089, 91 Oat St. Bancroft, ON K0L 1C0.