

Your rights

You have the right to:

- Access and obtain a copy of your records.
- Know who has access to your records and for what reasons.
- Request a correction to your record.
- Be informed of our information policies and talk to us about them.
- Ask us not to share your personal health information with certain health care providers - we will not share your information unless we are permitted or required by professional practice standards or law to do so.
- Change your mind about sharing your information.
- Be informed if your personal health information is stolen, lost or improperly accessed.

WHO CAN I CONTACT AT CENTRAL HEALTH?

If you have any questions about privacy practices at Central Health or if you wish to access or request the correction of your personal health information, please contact us at (709) 256-5452 or email at privacy@centralhealth.nl.ca

FOR MORE INFORMATION...

The Information and Privacy Commissioner of Newfoundland and Labrador is responsible for making sure that privacy law is followed. For more information about your privacy rights or if you are not able to resolve your privacy concerns directly with our organization and wish to make a complaint, contact:

Office of the Information and Privacy Commissioner
P.O. Box 13004, Station A
34 Pippy Place
St. John's, NL A1B 3V8
Telephone: (709) 729-6309
Toll free: 1-877-729-6309
Fax: (709) 729-6500
Website: www.oipc.nl.ca

DISCLAIMER: This brochure provides general information only and is not legal advice regarding all rights and obligations under Newfoundland and Labrador's privacy law.

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Central Health

Our commitment to privacy and confidentiality



We take our responsibility to protect the confidentiality of your personal health information very seriously.





Central Health is committed to respecting privacy, safeguarding confidential information, ensuring accuracy and authorized access to information in its custody and control in accordance with legislation, public expectations of privacy and accepted fair information practices.

As part of our ongoing commitment, we want you to know why we ask for your personal health information, how we use it, how we protect it and how you can ask us questions about your information.

The personal health information we collect includes:

- Information that identifies you:
 - Name
 - Address
 - Date of birth
 - MCP number
- Information to identify and plan health care services with you
- Information about health care services you receive

Your personal health information comes from:

- You (our client)
- Other organizations /individuals that refer you to us for services
- Other health care providers when it is required by law; for example, in the case of managing infectious diseases or risk of public safety
- Other sources, with your consent

We collect your personal health information:

- To correctly identify you as the person seeking our services
- To be able to contact you when necessary
- To identify your health care needs so that we can provide services that meet your needs
- To plan, coordinate and deliver quality health care services
- To conduct approved research
- For other purposes required or permitted by law

Sharing your personal health information:

Our employees, physicians and other health care professionals work together as a team to provide you with services. This may mean that some of your information will be shared amongst team members in your *circle of care*, to make sure you receive the best possible care and services.

We take seriously your right to privacy and our duty to keep your information confidential. Your information will

only be released outside of the circle of care when you give us approval to do so or when we are required or permitted by law.

Central Health is one part of a larger provincial health care system. As such, information such as your name, address, date of birth and MCP number will be shared with province-wide electronic health record systems so that your information is accurate, correct and up-to-date.

Information may also be shared for research purposes, including research projects designed to improve health care. All health research projects involving personal health information must be approved by a Research Ethics Board.

Protecting your personal health information:

Central Health has policies, procedures and safeguards in place to make sure your information is protected.

Central Health staff are guided by their professional standards. They are responsible for following privacy policies, procedures and safeguards and have signed confidentiality agreements.

Those who do business with Central Health and have access to personal health information must also follow Central Health's privacy policies, procedures and safeguards regarding the protection of personal health information.

Central Health C A R E S

Compassion

Accountability

Respect

Equity

Safety