

Your Personal Health Information

Your Personal Health Information (PHI) is important in allowing us to provide you with better services. Often times that information is used when performing assessments to determine your health service and support needs.

Your assessment may include details on:

- Your physical and mental health
- Your personal health history
- Information related to substance use and involvement with the criminal justice system

Unless you tell us not to, we will share your assessment information with other health service providers who will provide you with support now and in the future. You may decide at anytime that you do not want your assessment information shared and we will respect that decision and act accordingly.

However, there are some situations where we will have to share your information even if you have asked us not to do this. These situations include:

- When the law requires or authorizes us to do so, for example, if a court issues a subpoena;
- When it is perceived that you may be a threat to yourself or someone else.
- When there is a child who may need protection (e.g., abuse or neglect)

Sharing Your PHI

We use a secure electronic system to share your health information with other health service providers. This allows them to view the information they need to provide you with the services you need.

The information in your assessment will be used to:

- Provide health support and services based on your needs
- Make sure your providers have the most up-to-date and complete record of your health history and needs
- Help us see where there might be gaps or overlaps so we can provide services where they are most needed
- Make sure everyone is getting the right support and services



Privacy and Security of Your Information

The personal health information collected in your assessment belongs to you. The privacy and protection of your PHI is a priority. In the assessment process, we only collect the health information we need in order to determine your service and support needs.

- Your health information is kept in a secure place
- Your health information will only be viewed by authorized people who deliver your services
- All health services providers have signed contracts to keep your information confidential
- When a person views your information, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information.
- Information is stored and/or disposed of according to the law
- We will investigate any suspected breach or unauthorized access to your personal health information

Your Privacy Choices

Please speak to your usual care provider or our Privacy Officer, if you want to:

See your own file/assessment: You can request a copy of your assessment at any time.

Correct your own file/assessments: You can ask to have information in your assessment corrected or updated.

Opt-Out: You may choose not to share your information with other health service providers. You may choose not to share assessments completed by CMHA Simcoe County Branch. You may also choose to prevent any of your assessment information from any organization from being shared electronically. To do this, you must call the Consent Call Centre at 1-855-585-5279. However, if you choose not to share your assessment information, this may mean that your health service provider does not have the most up-to-date and complete record of your health history and needs.

If you would like to know more about how your personal health information is handled and shared with our partner organizations, feel free to ask our Privacy Officer. They will be happy to answer any questions that you might have.

Privacy Officer
CMHA, Simcoe County Branch
15 Bradford Street, Barrie, ON L4N 1W2
705-726-5033

The Privacy Commissioner

If you have any issues or concerns about how your health information is being handled, you have the right to contact the **Information and Privacy Commissioner of Ontario** at:

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 416-326-3333
or, 1-800-387-0073
Online: <http://www.ipc.on.ca>



Privacy and Your Personal Health Information



A Guide to the Collection, Use and Sharing of Your Personal Health



CANADIAN MENTAL
HEALTH ASSOCIATION
ASSOCIATION CANADIENNE
POUR LA SANTÉ MENTALE



Mental Health & Addiction
Services of Simcoe County
Services de santé mentale et de
toxicomanie du comté de Simcoe