

Privacy Statement

At Langs, we work hard to ensure that you, our patient, are treated with respect and sensitivity for all your health care needs including your Personal Health Information. We have therefore taken measures to ensure that we protect the privacy, confidentiality and security of your Personal Health Information. These measures include:

- Policies and Procedures of Information Practices which govern how we use the Personal Health Information we collect from you, and the purposes and conditions under which we may disclose it
- Training for our staff, volunteers and health care professionals

Definition of Personal Health Information

Personal Health Information is spoken or written information that:

- relates to the physical or mental health of the individual, including how the individual's family medical history relates to the individual's health care. It can include a plan of service for the individual within the meaning of the Long-Term Care Act, 1994.
- relates to the individual's eligibility for health care.
- is the individual's health card number.
- identifies a provider of health care to the individual.
- identifies a substitute decision maker of the individual.

For Our Patients

Statement of Information Practices

Langs follows nine principles which describe how we use the Personal Health Information we collect from you, how we protect your information, and purposes and conditions under which we may share it. We value the trust you have placed in us and we are committed to ensuring that your information remains confidential and secure.



Nine Principles of Privacy and Confidentiality

1. Accountability and Openness

- We are accountable to protect the privacy and confidentiality of Personal Health Information in our custody or control. This means all information we have about you is private and confidential.
- Langs is open about how we protect the privacy of Personal Health Information. We have a Chief Privacy Officer to address all privacy-related inquiries or complaints.

2. Collection

- We collect Personal Health Information from you for the purpose of providing you with appropriate health care. If you are not capable of providing us the information we need in order to treat you, we may collect the information from other health care professionals who are or who have been involved in your treatment. We may also collect information from someone who has been designated as your substitute decision maker.
- We will only collect the information we need to treat you. Langs complies with all regulations and legal requirements governing health information and privacy.

3. We will use your Personal Health Information to:

- treat you;
- plan, administer and manage our internal operations;
- monitor or prevent fraud or any unauthorized receipt of services or benefits;
- conduct risk management activities;
- conduct quality improvement activities;
- compile statistics;
- conduct research;
- teach;
- conduct patient satisfaction surveys;
- facilitate resolution concerns related to the provision of care; and
- meet legal and regulatory requirements.

4. Disclosure

- Your Personal Health Information will be shared with other health care professionals involved in your care.
- In cases where you are unable to provide consent, we may discuss parts of your Personal Health Information with your substitute decision maker in order to obtain their consent for ongoing treatment.
- We will disclose Personal Health Information where we are legislated to do so or where a court order or warrant is provided to us.
- We will disclose your location as a patient to individuals inquiring about you. You may request that we do not provide this information.
- With your consent, we will also disclose your Personal Health Information to researchers as long as our organization has approved the research proposal and the researcher has entered into a confidentiality agreement with us. The researchers would have received approval from an ethics committee.
- With your permission we will disclose your information for the purposes of processing insurance claims.
- We will disclose your Personal Health Information to an individual or an organization with your consent.

5. Consent

- When you share your Personal Health Information with us, we believe you are giving us consent to use and share your information for your health care.
- If you do not wish your Personal Health Information to be used or shared, you have the right to refuse. This may include all or part of your Personal Health Information. You may refuse at the time we request the information or anytime afterwards. We may not be able to fulfill your wishes if they impact our ability to deliver quality health care. Also, we may be legislated to use or disclose the information that you are objecting to. In these cases we will discuss with you the impact of your objection.
- If we find it necessary to disclose your information for purposes other than providing health care, we will notify you about the purpose of the disclosure and obtain your consent.

6. Accuracy

- Our goal is to keep your Personal Health Information as accurate and complete as possible.

7. Safeguards

- We maintain a high level of security with respect to the confidentiality of your Personal Health Information. Our staff and volunteers are required to abide by our privacy policies and must sign a Confidentiality Agreement annually and attend the Privacy and Confidentiality Orientation (new staff/refresher all staff). We have processes and technology in place to secure your information, and we monitor compliance with our information practices. We also require support service agencies/contractors to sign a Privacy Agreement.

8. Individual Access and Correction

- We establish and maintain a record of your Personal Health Information. You have the right to request access or correction to your Personal Health Information.
- You may submit a written request for access to the Privacy Officer.
- You may request corrections to the information in your record by providing us with additional information that supports your request. We will not change medical opinions.

9. Inquiries and Challenging Compliance

- You may direct any inquiries about our information practices, or complaints with respect to our compliance with our information practices, to our Chief Privacy Officer.
- If you are not satisfied with the response, you may contact the Information and Privacy Commissioner in writing at 2 Bloor Street East, Toronto, ON N4W 1A8 or by telephone at 1-800-387-0073 or by email at info@ipc.on.ca.

