

## We respect your privacy

We collect your personal health information to provide personalized, quality, and appropriate care and to comply with legal and regulatory requirements\*.

Your **confidentiality is maintained through** our protection of your personal health information.

Your **consent is required** for information to be used for your care by Jean Tweed Centre (JTC) staff or shared with anyone other than Jean Tweed staff, except where Ontario's privacy legislation allows and/or requires.

The Jean Tweed Centre staff are available to explain our privacy policy and answer any questions you might have.

*\*Personal Health Information Protection Act, 2004*



## Your privacy is extremely important to us

- We take steps to ensure your personal health information is protected from theft, loss, and unauthorized access.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- All our staff have been trained on the proper way to manage, and protect your privacy and to only use your personal health information for the purposes you have consented to.

## What is personal health information?

Personal health information is information about you related to:

- your physical or mental health;
- providing health care to you;
- your health card number;
- your substitute decision maker; and
- Other relevant information included in your health record/client file.

## Your Rights

You have the right to:

- see and ask for a copy of your personal health information;
- Ask us to make corrections to your personal health records if they are in error (subject to some legal restrictions);
- withdraw a consent previously given to us to use or share your personal health information.

## We Require Your Consent

We need your permission to **collect, use or share** your personal health information.

It is our practice to ask you for your **verbal or written permission** to collect, use and share your personal health information. We share your information only with the people you've agreed to, and to nobody else.

However, when you request and accept services from the JTC you are giving your permission to the JTC to use your personal health information for purposes noted.



## Sharing your personal health information

We ask for your consent **before we share information about you** with anyone outside the centre.

In some special situations, however, we may share your information without getting your express consent in writing first (e.g. emergency situation, safety concern, children are at risk, within your "circle of care" which includes other health services providers, etc.).

In some circumstances, information may be shared with other health service providers in your "circle of care" (e.g. doctors, nurses, psychiatrists, etc.) to provide health support and services based on your needs.



## Information and Privacy Commissioner of Ontario

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

2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8

Telephone: 416-326-3333 or 1-800-387-0073

Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)

Web address: [www.ipc.on.ca](http://www.ipc.on.ca)