

Your Personal Health Information

Personal Health Information (PHI) is information about you and your healthcare needs. We recognize your PHI is sensitive in nature and deserving of respect. We are committed to protecting the privacy, confidentiality and security of your PHI and are guided by the *Personal Health Information Protection Act (PHIPA), 2004*. Your PHI belongs to you and is gathered for the purpose of providing you with the services you require. This information cannot be used for any other purposes without your consent.

Collecting your PHI

Nucleus collects personal health information, either from you directly or from someone acting on your behalf. Generally, Nucleus uses personal health information for the following purposes:

- To plan, evaluate and provide you with appropriate supports and to coordinate your services
- To assist in determining eligibility for service
- To manage risks and to train our employees and volunteers
- To communicate with other providers involved in your 'circle of care'
- To conduct quality improvement activities and compile statistics for our funders (aggregate data reports only)

In order to determine your health service and support needs, it is important for us to collect personal health information about you during the course of our service delivery and also through regular formal Community Health Assessments (CHAs).

Privacy and Security of Your PHI

Nucleus takes measures to ensure:

- Your Personal Health Information is kept in a secure place
- All Nucleus representatives have signed contracts to keep your information confidential

Sharing your PHI

Your PHI collected by Nucleus is kept in confidence internally and only shared externally in certain circumstances, such as:

1. Nucleus will share your PHI with those for whom you (or your Substitute Decision Maker) have given informed consent.
2. In unusual situations where you are unable to provide consent, Nucleus may discuss parts of your personal health information with your Substitute Decision Maker in order to ensure you receive ongoing services.
3. Nucleus will disclose PHI where we are legislated to do so or where a court order or warrant is provided.

4. Unless you tell us otherwise, your formal Community Health Assessment (CHA) information is shared with other health service providers who will also provide you with support now and in the future. This sharing:

- Allows health service providers within your 'circle of care' to:
 - ✓ **view the information they need to provide you with the services you need**
 - ✓ **have access to the most up-to-date and complete record of your health history and current needs**
 - ✓ **work more effectively together to identify gaps or overlaps and coordinate your services where they are most needed**
 - ✓ **minimize the number of times we ask you to repeat your health history with us**
- Is completed by uploading your assessment record to a secure electronic system (IAR)
- Is centrally managed and access is regularly reviewed to ensure there is no unauthorized access to your PHI
- Is part of our regular workflow process



Your Privacy Choices

Nucleus is open about its privacy policies. If you would like to know more about how your personal health information is managed and shared within our organization and with our partner organizations, feel free to ask our Privacy Officer who would be more than happy to answer any questions you might have.

You have the right to:

- See your personal health information
- Correct your personal health information
- Limit/Restrict access to your personal health information

All requests can be directed to Nucleus through your Care Coordinator or directly to our Privacy Officer



Questions, Concerns or Complaints

Nucleus asks that you come to us first if you have questions or are not happy about something that has been done with your Personal Health Information (PHI). This way we have an opportunity to understand this issue and discuss what can be done to fix the situation. We encourage you to speak directly with our Privacy Officer who will be glad to assist you.

Privacy Officer

Kelly McDonald

2030 Bristol Circle Suite 110

Oakville, Ontario L6H 6P5

Phone: 905-829-4499 x 150

Fax: 905-829-0555

Email: privacy@nucleusonline.ca

If you are unable to resolve your concerns with us, 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>

Note: We reserve the right to make changes to this notice at any time and make new privacy practices effective for all personal health information. Current notices are always posted in our offices and on our website:

www.nucleusonline.ca

Privacy and Your Personal Health Information



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

