

## Privacy Statement St. Joseph's Villa Privacy Notice

### How we protect your privacy

- At St. Joseph's Villa we treat your personal health information with respect and sensitivity in accordance with the Ontario *Personal Health Information Protection Act, 2004* (PHIPA) and any other laws that we are required to follow.
- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We perform audits to monitor and manage our privacy compliance.
- We take steps to ensure that our staff and everyone who performs services for us protects your privacy.

### Collection of personal health information

- We collect personal health information about you directly from you or the person acting on your behalf. The personal health information that we collect may include, your name, date of birth, address, health history, medication history, allergies, etc. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.
- Your request for care from us implies consent for our collection, use and disclosure of your personal health information for purposes related to your care. This includes personal health information that may be contained in and shared through electronic health records.

### Uses and disclosures of personal health information

We use and disclose your personal health information with members of the inter-disciplinary care team as necessary:

- To support your health care when we are providing health care services such as [i.e. vital signs monitoring, filling a prescription, refilling or making changes to a prescription, starting a smoking cessation program, administering a flu vaccine, diabetic education and support, care planning, monitoring your lab results when you are taking certain medications.]
- To communicate or consult about your health care with other health care providers when we are providing services to you, which could include for example, lab or x-ray results, assessment results, care plans, progress notes, hospital discharge summaries, medications that have been prescribed to you, allergies, etc. including from electronic medical information systems such as Clinical Connect and PointClickCare. If you would like more information about the electronic medical information systems, please speak with our Privacy Contact.
- To get payment for services including from OHIP, WSIB and private insurers.
- To plan, administer and manage our internal operations.
- For quality improvement and resident safety activities for our services.
- When we have to comply with legal and regulatory requirements.
- To fulfill other purposes that are permitted or required by law.

### Your choices

You may access and/or request that corrections be made to your records of personal health information, or withdraw your consent for some of the above uses and disclosures (subject to certain legal obligations) by contacting our Privacy Officer. Note that withdrawal cannot be retrospective.

***For more information or to raise a concern, please contact our Privacy Officer at:***

Candy Sarraf  
St. Joseph's Villa  
56 Governor's Road, Dundas, ON L9H 5G7  
Phone: 905-627-3541 x2336 or Email: [candysarraf@sjv.on.ca](mailto:candysarraf@sjv.on.ca)

***For more information about your privacy rights, or if you are unable to resolve a problem directly with our Privacy Contact:***

Information and Privacy Commissioner of Ontario  
2 Bloor St. E., Suite 1400, Toronto, ON M4W 1A8  
Phone: 416-326-3333 or toll-free 1-800-387-0073  
Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)