



## Niagara Falls Community Health Centre

4790 Victoria Ave, Niagara Falls, ON L2E 4C2 • Phone: 905-356-4222 • Fax: 905-356-5676 • www.nfchc.ca

### STATEMENT OF INFORMATION PRACTICES

**Note to Clients:** This statement explains your privacy rights and the steps our centre takes to protect your Personal Health Information according to the Personal Health Information Protection Act, 2004 (PHIPA).

#### Collection of Personal Health Information (PHI)

Niagara Falls Community Health Centre is a “Health Information Custodian” (as per PHIPA) which means that we store your PHI in our systems. In accordance with the Act, we collect PHI directly from you or from the person acting officially on your behalf (e.g. your Substitute Decision Maker). The PHI that we collect may include your name, date of birth, Health Card Number, address, health history, records of your visits to Niagara Falls Community Health Centre and the care that you received during those visits. Occasionally, we collect PHI about you from other sources only if we have obtained your consent or if permitted by law. Such other sources could include other health service providers working with us to provide care to you (e.g. hospitals, specialists, etc.).

#### Uses and Disclosures of PHI

With your consent, we use and disclose your PHI to:

- Treat and care for you with the health care providers in your “Circle of Care.” These are organizations or people responsible for your care (e.g. hospitals, doctors, nurses, nurse practitioners, social workers, etc.);
- Enable you to participate in Niagara Falls Community Health Centre’s various programs and services;
- Inform funding agencies such as the Ontario Ministry of Health and Long Term Care and Local Health Integration Network (LHINs) for health system management purposes;
- Guide the planning and administration of our services and operations;
- Conduct quality improvement activities ( e.g. surveys);
- Ensure Niagara Falls Community Health Centre complies with legal and regulatory requirements;
- Conduct research as approved by a Research Ethic Board;
- Fulfil other purposes permitted or required by law (e.g. infectious disease reporting to Public Health).

#### Your Choices

You may access and correct your personal health records, or withdraw your consent for the above uses and disclosures by contacting

#### Important Information

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure

us. If you choose to withdraw your consent, this does not operate retroactively and your withdrawal of consent may be subject to legal exceptions.

and disposal.

- We conduct audits and complete investigations to monitor and manage our privacy compliance and ensure your information is secure.
- We take steps to ensure that those who perform services for us protect your privacy and only use your PHI for the purposes you have consented to.

### How to Contact the Privacy Office

For more information about our privacy practices or to raise a concern you have with our practices, please contact us:

Niagara Falls Community Health Centre

Privacy Officer: Hemanth Namburi

ADDRESS: 4790 Victoria Avenue, Niagara Falls, ON L2E 4C2

Tel: 905-356-4222 Ext: 240

Fax: 905-356-5676

E-mail: [ckusins@nfchc.ca](mailto:ckusins@nfchc.ca)

Website: [www.nfchc.ca](http://www.nfchc.ca)

You have the right to contact the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner's office can be reached as follows:

Information and Privacy Commissioner/Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

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

Fax: 416-325-9195

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

**Do not send personal information via e-mail or fax.**

This document is available on the Niagara Falls Community Health Centre website.

