



## POLICY

**Policy Number: D.8**

**Category: Records and Files/Confidentiality**

**Reviewed and approved by the Board of Directors: April 2016**

**Next review date: September 2019**

### **Privacy Statement**

The Roberts/Smart Centre (R/SC) is a licenced, accredited Children's Mental Health Centre providing a spectrum of intensive mental health treatment services to youth and their families in Eastern Ontario and across the province of Ontario.

Roberts/Smart Centre, as a health information custodian, is committed to complying with the Personal Health Information and Protection Act, 2004 (PHIPA), which requires that the personal health information be kept private and secure. PHIPA governs the collection, use and disclosure of personal health information.

**Consent** – R/SC will collect, use and disclose the personal health information of our clients in order to provide children's mental health services within and outside of the Centre and to communicate with other service and care providers about our clients. We will do so only within the express or implied consent of our clients or of someone who can make decisions. In cases where we collect, use or disclose personal health information without consent, we will do so only where the law permits or requires us to do so. We will not share a client's information with someone who is not a health care provider and we will not use a client's information for purposes other than providing care to clients, except with the express consent of our clients.

A client (or persons who can make decisions for a client about his or her personal health information) can withdraw or withhold consent at any time and can ask us not to give out the personal health information to other healthcare providers. We will not give out this information unless permitted or required by law to do so.

Although our clients are most usually youth, they are entitled to consent to the collection, use or disclosure of their personal health information where they are capable to do so. A clients' parent or other person authorized by law can normally provide consent to collect, use or disclose personal health information on him or her behalf.

**Collection of Personal Health Information** - The Roberts/Smart Centre will ask clients to provide information about their health and their families health when necessary to provide health care services and for the purposes of teaching, planning and managing our operations, for

some research activities and for complying with our legal and regulatory requirements. We collect information with clients indirectly (i.e. from other health care providers or from family and friends), if necessary to provide clients with care, and where we have obtained the client consent or where the law permits. We will not collect personal health information if other information will serve the purpose and we will not collect more personal information than what is reasonably necessary to meet our purposes.

**Use Of Personal Health Information** – The Roberts/Smart Centre staff will use clients' personal health information to provide health care services and other services as requested by clients. Only those staff members who are involved in providing services to a client will use the client's information and information will not be used for other purposes except with a client's consent or as required by law. Client information will only be used for research purposes within R/SC or with client consent.

**Disclosure of Client Information** – Unless a client tells R/SC not to, the Centre will share client information with other health care providers, hospitals, pharmacies, laboratories, ambulance service, home and community service providers and other team members who provide health care services to our clients.

Sometimes the law requires the Roberts/Smart Centre to give out information about clients. R/SC will only share client information when the law requires the Centre to do so.

**Access and Correction of Record of Personal Health Information** – Under PHIPA, an individual (or someone who can make decisions for him or her has the right to request access to and correct their record of personal health information. Clients can request access to any records that contain their information by contacting their assigned worker or clinician, or by making a written request to our Privacy Officer. Please note that there are circumstances where clients may not be able to access their information and reasons will be given if these circumstances exist.

Clients are also entitled to request a correction to any of their information if they believe the information is incomplete or inaccurate, by submitting a written request to our *Designated Privacy Officer*.

**Security** – R/SC will take all reasonable steps to ensure that personal health information is in our custody or control and is protected against theft, loss and unauthorized use or disclosure. In the unfortunate event that personal health information is stolen, lost or accessed by unauthorized persons, we will inform the client at the first reasonable opportunity.

**Privacy Officer** – If you have any questions or concerns regarding the privacy and or information practices at the Roberts/Smart Centre, please contact our *Designated Privacy Officer at 613-728-1946*.

If you are not able to resolve privacy issues directly with R/SC and wish to make a complaint, you may contact the following offices:

**Information and Privacy Commissioner of Ontario**

2 Bloor Street Suite 1400  
Toronto Ontario M4W 1A8  
1-800-387-0073

*OR*

**The Information and Privacy Commissioner of Canada**

112 Kent Street  
Ottawa Ontario  
K1A 1H3  
1-800-282-1376