



Privacy Notice

Collection of Personal Health Information

As part of providing quality health services, Personal Health Information is collected, either directly from clients or from the person acting on their behalf. Personal Health Information collected by the Keewatinook Okimakanak Health may include, name, date of birth, address, health history, record of visits, and the services received. Occasionally, Keewatinook Okimakanak Health will collect Personal Health Information from other sources, if consent has been obtained or if the law permits.

Use and Disclosure of Personal Health Information

To provide quality health services, Personal Health Information may be used or disclosed to:

- ★ Communicate with health care providers including family doctors and/or other health care institutions to care for clients (unless the Keewatinook Okimakanak Health is otherwise instructed)
- ★ Manage internal Keewatinook Okimakanak Health plans, operations, and risk-management activities
- ★ Manage performance and quality improvement activities (such as sending client satisfaction surveys)
- ★ Follow legal and regulatory requirements
- ★ Fulfill other purposes permitted or required by law.

The Keewatinook Okimakanak Health limits access to client records and Personal Health Information to only authorized personnel that require the information to provide direct client care or for health administrative purposes. The Keewatinook Okimakanak Health further protects information through administrative policies, procedures, and security measures.

To Access or Correct Your Information

Clients may view or obtain a copy of their health record maintained at Keewatinook Okimakanak Health. If a client believes that their Personal Health Information at the Keewatinook Okimakanak Health is inaccurate or incomplete, the client can write to request a correction. Please contact: Health Director Assistant, Keewatinook Okimakanak Health, 8 Mine Road, Balmertown, ON, POV 1C0, Tel: (807) 735-1381.

For More Information

For more information or to raise questions or complaints about privacy and information practices, please contact: Privacy Officer, Keewatinook Okimakanak Health, 8 Mine Road, Balmertown, ON, POV 1C0, Tel: 1-800-387-3740 Extension 1261.

Complaints about information and privacy practices can also be made to the Provincial Information and Privacy Commissioner at: Information and Privacy Commissioner/Ontario, 2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8, Tel: (416) 326-3333 or Toll-free: 1-800-387-0073.