

PERSONAL HEALTH INFORMATION PROTECTION ACT, 2004 (PHIPA) - STATEMENT

Conestoga College is committed to protecting your privacy and ensuring the confidentiality of your personal health information (PHI). We collect, use and disclose PHI in the course of providing health and wellness services through our Medical Care Clinic and Counselling Services. In doing so, we have responsibilities of a health information custodian under Ontario's health privacy legislation, the [Personal Health Information Protection Act, 2004 \(PHIPA\)](#). The types of personal information we collect may include your name, date of birth, health history, health insurance number or OHIP number and records of the care provided to you.

This statement provides a general description of the information practices that we employ in acting as a health information custodian and provides other information about the privacy rights you enjoy in receiving health and wellness services from Conestoga College.

Why do we collect Personal Health Information (PHI)?

The Medical Care Clinic and Counselling Services collect the PHI of clients in order to provide the best care possible. In addition, we collect, use and disclose PHI for the following purposes:

- To obtain payment for health services provided to you from your provincial health care plan, private insurer or others.
- To teach students and to provide education to our staff
- To conduct quality improvement and risk management activities.
- To plan, administer and manage our internal operations.
- To comply with our regulatory obligations as regulated health professionals under the applicable legislation.
- To fulfill other purposes permitted or required by law.

We will collect, use and disclose only as much PHI as is needed to achieve these purposes. You can withhold your consent to the collection, use or disclose of your PHI by contacting us (details below).

How We Use Your Personal Health Information (PHI)

When you seek health and wellness services from us, we assume that we have your permission to collect, use, and share your PHI among interdisciplinary health service providers inside and outside of Conestoga College for the purpose of providing and assisting in providing health services to you. Interdisciplinary health service providers inside and outside of Conestoga College who do not provide or assist in providing health services are generally not allowed to see your PHI.

You should let us know if you do not want us to use, share or give out some or all of your PHI to individuals who provide you with health services.

Protection of Your Privacy

The protection of your PHI is of critical importance to Conestoga College. We take all necessary steps to safeguard your PHI from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. We conduct audits and complete investigations to monitor and manage our privacy compliance. We also take steps to ensure that everyone who performs services for us protects your privacy and only uses your PHI for the purposes for which you have consented.

How Long Are Records Kept?

Health records are kept in a secure, confidential electronic system for a minimum of 10 years from the last appointment the client attended, or from the client's 18th birthday (whichever is later). Records are kept electronically through a password protected program that only qualified professionals within Conestoga College's Medical Care Clinic and Counselling Services can access. Paper copies and forms will be shredded using a confidential shredding system after being scanned into the confidential electronic system.

Risk Management and Your Personal Health Information (PHI)

Conestoga College may provide you with both health services and non-health services. Although we do not routinely use health information to deliver our non-health services or manage issues relating to our non-health services, we do have a duty to manage risks appropriately and are permitted at law to use health information for our risk management purposes.

You should understand that we may use your health information to manage risks across Conestoga College.

Accessing and Correcting Your Health Records

As per PHIPA, you have a right to access your health records that we keep and to ask us to correct a record if you believe it is inaccurate and incomplete. This request can be submitted in person or in writing.

Designated Contact Person

Our designated PHIPA contact person is Chelsea Rand, Operations Officer, Student Success Services. She can respond to inquiries, requests for access and correction, and privacy complaints, and can be reached at:

Conestoga College ITAL
299 Doon Valley Drive
Kitchener, ON N2G 4M4
Email: crand@conestogac.on.ca
Tel.: (519) 748-5220 ext: 2359

If your issue is not resolved, you may also contact Conestoga College's Access and Privacy Coordinator:

Access and Privacy Coordinator, Conestoga College ITAL
Conestoga College ITAL
299 Doon Valley Drive
Kitchener, ON N2G 4M4
Email: privacy@conestogac.on.ca
Tel.: (519) 748-5220 ext: 2177

The Information and Privacy Commissioner of Ontario

If you have concerns about our privacy practices or how your PHI has been handled, you have the right to complain to the Information and Privacy Commissioner of Ontario at:

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 1-800-387-0073
Facsimile: 416-325-9195
Email: info@ipc.on.ca