



Statement of Personal Health Information Practices **In accordance with all applicable privacy legislation**

Quest Community Health Centre (Quest CHC) provides a complete range of services for the emotional, physical, social and spiritual well being of our clients and the community.

In order to treat and care for you, we collect personal health information such as: name, date of birth, address, health card number, health history, records of your visits and the care you received.

Quest CHC is responsible for the confidentiality and the security of your personal health information.

Information may be shared among those who are involved in your care. The health care team may include physicians, outreach workers, nurses, dietitians, social workers, health promoters, community health workers, learners/students, group facilitators, client coordinators, dentists, dental hygienists, dental assistants, chiropractors, specialists or managers.

Quest CHC may send copies of your record or parts of your record to other health team members who are involved in your care.

If sources outside of the health care team request your personal information, your written consent is required before releasing this information. You have the right to decide which information is shared.

Quest CHC providers are required by law to release information and/or records under the following conditions:

- If your record is subpoenaed for legal purposes
- If you pose a risk of serious bodily harm to self
- If you pose a risk of serious bodily harm to another person
- If you or anyone under the age of 16, or over the age of 16 and considered to be vulnerable, might be in need of protection from physical, sexual, emotional abuse and/or neglect or risk of harm
- If you report sexual abuse by a regulated health care provider
- If certain communicable diseases are determined and reportable
- If a provider's professional college authorizes a review of professional standards

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Your record may be reviewed for the purpose of an audit to ensure that all the necessary information meets professional standards. No identifying information will be released.

Your personal health information will be entered into an electronic client database. The database is required for reports to the Ontario Ministry of Health and Long-Term Care. This information is non-identifiable.

Your health record may be used for information and research to improve the quality of services. This information is non-identifiable.

You may make a request to view or receive copies of your reports or record unless the information is considered to be harmful to your health. A Quest CHC staff member will review your record with you at a scheduled time. Please note that third party information can only be released with consent from the author.

If you believe the information in your file is inaccurate or incomplete, you may request corrections. If we do not change the information, we will explain the reason and you have the right to attach a statement of disagreement.

During your intake appointment, a Quest CHC staff member will review the above information with you and answer your questions. The staff member will also request that you sign a consent form for the collection, use and disclosure of your personal health information.

For more information about Quest CHC's personal health information practices, or to raise a concern, please contact:

**Program Director
145 Queenston St., Suite 100
St. Catharines, Ontario
L2R 2Z9
Tel: 905-688-2558 ext 225
Fax: 905-688-4678**

If you believe your rights have been violated, you have the right to make a complaint to the Information and Privacy Commissioner of Ontario:

**Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400, Toronto, Ontario
M4W 1A8
Tel: 1-416-326-3333 or 1-800-387-0073
Fax: 1-416-325-9195**

