



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

Quest CHC – Privacy of Your Personal Health Information

Quest Community Health Centre (Quest CHC) offers a full range of services to support your emotional, physical, social, and spiritual well-being.

To provide care, we collect personal health information, including your name, date of birth, address, health card number, health history, and records of visits and care received. Quest CHC is responsible for keeping this information secure and confidential.

Your information may be shared with members of your health care team, which may include doctors, nurses, outreach workers, dietitians, social workers, health promoters, community health workers, students, group facilitators, client coordinators, dentists, hygienists, assistants, chiropractors, specialists, and managers.

We may also share parts of your record with other care providers involved in your treatment. If someone outside your care team requests your information, your written consent is required. You have the right to choose what 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

Your record may be reviewed for audits to ensure it meets professional standards—no identifying information is released.

Your personal health information is stored in a secure electronic database, with non-identifiable data used for mandatory Ministry of Health reporting and quality improvement research.

You may request to view or receive copies of your record, unless doing so may harm your health. A Quest CHC staff member will review it with you by appointment. Third-party information requires the author's consent to be shared.



If you believe your file is inaccurate or incomplete, you may request a correction. If denied, we'll explain why, and you may add 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 ask for your consent for the collection, use and disclosure of your personal health information.

Consent to the Collection, Use & Disclosure of Personal Health Information

- Quest CHC uses a team approach. Your medical record is confidential. We do not share information outside of the 'circle of care' without your consent except when required by law, for safety and/or to protect life.
- I agree that I have read the **Statement of Personal Health Information Practices** and have had the information explained to me.
- I understand the information provided, and I have had an opportunity to have my questions answered by a Quest CHC staff member.
- I understand I can give consent, withdraw consent or refuse to give consent. However, withholding necessary personal health information from Quest CHC staff may affect or limit my care and treatment.

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**