



Canadian Mental
Health Association
Mental health for all

Association canadienne
pour la santé mentale
La santé mentale pour tous

Cochrane
Timiskaming

Your Privacy and Personal Health Information

Protecting the Privacy of Your Information

The Canadian Mental Health Association Cochrane Timiskaming (CMHA-CT) is committed to respecting, safeguarding and protecting your personal health information (PHI) and complying with the *Personal Health Information Protection Act, (PHIPA)* 2004, which requires that PHI be kept private and secure.

What is Personal Health Information (PHI)?

PHI is information pertaining to your health. It may include demographic information, facts and information about you including mental, social and service history, family/home environment, the provision of health care and your health card number.

Why do we Collect PHI?

- to provide the requested mental health assessment, programming and services
- to prevent harm or respond to emergency situations
- to inform the allocation of resources and for reporting to the Ministry of Children and Youth Services (MOHLTC)
- to undergo an Accreditation process
- to measure the effectiveness of our services

While we take every precaution to ensure your confidentiality, we are required to release your information without your consent in the following circumstances:

- other CMHA-CT staff and consultants employed by CMHA-CT for consultation, supervision and quality assurance purposes
- when information is obtained about a child who may be in need of protection
- where you are at risk of self-harm or at risk of harming others
- where CMHA-CT is served with a subpoena
- when the Ministry of Health and Long-Term Care is investigating or auditing our records.

Consent

The *Personal Health Information Protection Act, (PHIPA)* 2004, requires us to obtain your expressed consent (written/signed) to disclose your health information to any outside agency. By accepting services at CMHA-CT you need to know that your information may be shared with professionals in your "Circle of Care". The Circle of Care consists of your primary health care providers and may include family physicians, psychiatrists, and other health specialists. The Circle of Care does not include Child Welfare agencies, Education, Employee Assistance Programs (EAPs), Ontario Works, Ontario Disability Support Program, or the Youth Justice System.

What if you change your mind? (Withdrawal of Consent)

You can withdraw or withhold your consent about your PHI at any time. You have the right to ask that we not share some or all of your health record with one or more of the organization's staff members involved in your care, or ask us not to share your health record with your external health care providers (such as a specialist). This is known as asking for a "lockbox".

How long do we keep your information?

We take all necessary precautions to ensure that personal information is safeguarded and used only for the purpose(s) for which it was provided, whether it is stored in electronic or paper format. In all cases, information is protected from unauthorized access. Records are retained until ten years after the last service was provided, at which time they will be shredded/destroyed.

You have the right to:

- request access to your personal health information
- request a correction to your personal health information

Concerns and complaints about Privacy

If you have any questions or concerns regarding the privacy and/or information practices at CMHA-CT, please contact our Privacy Office. We will answer all questions and will promptly investigate any concerns raised regarding this policy.

Canadian Mental Health Association Cochrane Timiskaming

Privacy Office
330 Second Avenue, Suite 201
Timmins, ON P4N 8A4
705.267.8100
privacyoffice@cmhact.ca

Although we will make every effort to resolve all privacy concerns, if you are not able to resolve a privacy issue directly with our organization, you may contact:

Office of the Information and Privacy Commissioner of Ontario

2 Bloor St. East, Suite 1400
Toronto ON M4W 1A8
1.800.387.0073

Click [here](#) to access our complete Personal Health Information Practices Brochure.