



Protecting Your Privacy



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At Home and Community Care Support Services North West we respect your right to privacy and are committed to ensuring that your personal health information is kept private, confidential and secure.

In accordance with the Personal Health Information Protection Act, 2004 (PHIPA), Home and Community Care Support Services North West:

- Collects only the information we need to do our job
- Takes steps to safeguard your personal health information
- Takes reasonable steps to ensure your health records are accurate, complete and up-to-date
- Has a formal privacy policy that describes the practices we use to collect, use and protect your health information
- Has a designated Privacy Officer to oversee compliance with our privacy policy and respond to any questions or concerns about your personal health records

Giving Your Consent

Your consent is required in order for us to collect, use or disclose any of your personal health information. Consent may be provided verbally, if information is being collected over the telephone, or in writing at the time of your initial contact with a Home and Community Care Coordinator. You have the right to withhold your consent, except in specific circumstances, such as public health safety. However, your decision to withhold any personal information may limit or prevent us from providing services.

Contact Information

Office Hours: 8:30 a.m. to 4:30 p.m. (Local Time)
Monday to Friday

Thunder Bay

961 Alloy Drive
Thunder Bay, ON P7B 5Z8
Tel: 1-807-345-7339
Toll-free: 1-800-626-5406

Kenora

35 Wolsley Street, Suite #3 Kenora, ON P9N 0H8
Tel: 1-807-467-4757
Toll-free: 1-877-661-6621

Dryden

6 – 61 King Street Dryden, ON P8N 1B7
Tel: 1-807-223-5948
Toll-free: 1-877-661-6621

Fort Frances

110 Victoria Avenue
Fort Frances, ON P9A 2B7 Tel: 1-807-274-8561
Toll-free: 1-877-661-6621

Disponible en français.

Home and Community Care Support Services North West (Head Office)

975 Alloy Drive, Suite 201 Thunder
Bay, Ontario P7B 5Z8 Telephone:
807-684-9425

What Information Do We Collect?

The amount and type of information we collect is limited to that which is necessary to provide services and meet your health care needs. This typically includes:

- Identification information, such as name, mailing address, phone number(s), etc.
- Your date of birth
- Your social insurance number
- Your Ontario Health Card number
- The personal health and social history of you and your family
- Your current medical situation, such as diagnoses, medications, allergies, etc.
- The reason(s) you currently require our services
- Identification of any family or community support that is available to you
- Identification of any other health care professionals involved in your care

How Do We Use Your Information?

Your Home and Community Care Coordinator will explain to you the purpose for which your personal information is being collected. We collect and use your personal health information to:

- Determine your eligibility for Home and Community Care Support Services North West services
- Assess or review your health care needs
- Develop, monitor or revise your service plan
- Communicate your needs to your health care team and provide you with service(s) contracted by Home and Community Care Support Services North West
- Meet legal and regulatory requirements
- Evaluate our services and improve the quality of care we provide

Who Do We Disclose Information To?

Your verbal or written consent allows us to:

- Share information with Home and Community Care Support Services North West staff, service providers, physicians, hospitals, and other members of your health care team
- Communicate with family members
- Provide statistical information to the Ontario Ministry of Health and Long-Term Care

Information will not be disclosed for any other reason without your written permission, unless required by law.



Your Health Record

Home and Community Care Support Services North West attempts to ensure that all the information we have about you is accurate, complete and up-to-date. Please let us know immediately if there are any changes to your personal information so we can update your health record.

If you believe that information in our records may be inaccurate, we have a procedure in place for you to access, verify and correct your personal health information. We will amend your health record, wherever possible; however, we cannot change professional opinions or correct records that we did not create. If we are unable to make the change you are requesting, we will explain why and give you the opportunity to challenge our decision. Where applicable, we will share this challenge with any service providers who also rely on your personal information.

For More Information

Our complete privacy policy is available on our website at healthcareathome.ca/northwest/ or by calling your nearest office.

If you have questions, comments or requests about your health record or our privacy practices, please contact our Privacy Officer:

Home and Community Care Support Services North West

Tel: (807) 684-9425 or 1-866-907-5446

E-mail: privacy@LHINS.on.ca