



# Your privacy at Hamilton Health Sciences

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## Our privacy promise

At Hamilton Health Sciences we promise to protect and keep your health information private. We have rules on how health care providers can collect, use and share your health information. This information is kept safe in your own health information record. Either in a paper or electronic file.

**You have the right to see and correct your own health information record.**



**This handout may answer questions you have about:**

- What health information the hospital collects.
  - How your health information is used.
  - Who we share your health information with.
  - How you can see your own health information.
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## What health information does the hospital collect?

To care for you, the hospital needs to know things about you, so we ask questions such as:

- who you are and where you live
- your health card number
- information about your health
- tests or medications you may have taken

## How is my health information used?

**We use your health information for these reasons:**

**To give you health care services.** When you are at the hospital, you may have tests and treatments. We keep a record of this information to help with your care.

**To get payment for your treatment.** We collect your health card number because the government needs it to pay for the services you receive at the hospital.

**To teach others about health care.** Hamilton Health Sciences is a hospital that teaches new doctors, nurses and other health care providers how to care for people. We share your health information with these health care providers to help them learn.

**To help improve health care.** Sometimes your health information may be used to help improve health care through research. If we want to use your health information for research, we will ask you first.

## Who else sees my health information?

The hospital may share your health information with people who need it to care for you or to those who have a right to your information by law.

We share your health information with:

- You or the person who makes decisions for you.
  - Your health care providers who are taking care of you.
  - People who work for health agencies such as the Ministry of Health.
  - People who work for public health authorities such as Public Health.
  - People who pay for your care such as private insurance companies, OHIP or WSIB.
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## How can I see my health information record?

While you are staying in the hospital, you may ask a nurse to set up a meeting for you to look at your health information record. A nurse or doctor will sit with you and answer your questions about your health information record.



You can get a copy of your health record by sending a letter requesting a copy to the Release of Information staff in the Health Records Department. There is a fee for this service.

In the letter, we need to know what information you want, have a date and your signature.

If you go to Health Records you will need to fill out a form asking for the information.

## What can my family and friends know about my hospital stay?

A hospital may share the following information to any family member or friend without consent, unless you have requested otherwise:

- You are currently in the hospital.
- Your hospital room number.
- Your general health status, such as good, fair, poor.

Any other information needs your consent.

**When you are admitted to the hospital, you may ask the hospital not to give your contact information to:**

### **Visitors or callers**

- If you do not want the hospital to tell anyone you are here, we will not give out your room or phone number when they call or come into the hospital.

### **Religious groups**

- If you do not want any person from a religious group to visit you, we will not give out your room or phone number.

### **Fundraising for the hospital**

- If you do not want to be reached by staff raising money for programs and services of the hospital, we will not give out your name or address.

## Hamilton Health Sciences Privacy Office

If you need more information you can call or email us at:

Phone: 905-521-2100, ext. 75122

Email: [privacy@hhsc.ca](mailto:privacy@hhsc.ca)

You may also send a letter or fax to:

Hamilton Health Sciences Privacy Office

St. Peter's Hospital

88 Maplewood Avenue

Hamilton, Ontario L8M 1W9

Fax: 905-549-7517

**Please do not send personal information by email or fax.**

## Information Privacy Commissioner of Ontario

If you feel the hospital has not protected your health information, you may call or email the Privacy Commissioner of Ontario at:

Phone: 416-326-3333

1-800-387-0073

Email: [info@ipc.on.ca](mailto:info@ipc.on.ca)

You can also send a letter or fax to:

Information & Privacy Commissioner of Ontario

2 Bloor Street East

Suite 1400

Toronto, ON M4W 1A8

Fax: 416-362-9195

