

Can I withhold consent for the use of my personal health information?

You have the right to withhold your consent where consent is required, unless it would compromise the care we intend to deliver to you and other patients of the hospital.

For fundraising or research purposes, you will be given an opportunity to **opt-out** of further contact for these activities should you be contacted by a hospital representative for these reasons following your care.

If you would like to remove your name from our fundraising list or have a question regarding your ability to withdraw consent, please call our Privacy Office at (416) 480- 6100 ext. 1236 or email our Chief Privacy Officer at privacy@sunnybrook.ca

Need More Information?

If you would like to know more about Sunnybrook's approach to privacy and our information handling practices, please see "**Privacy: Frequently Asked Questions**" in the Privacy and Confidentiality section of the Sunnybrook's website at www.sunnybrook.ca

Comments or Complaints?

If you would like to make a comment or complaint regarding your information privacy at Sunnybrook, you can email our Chief Privacy Officer at privacy@sunnybrook.ca or telephone our

Privacy Office at (416) 480-6100 ext. 1236. All enquiries will be kept strictly confidential.

Information privacy complaints can also be directed to Ontario's Information Privacy Commissioner at 2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8, or by calling 1-800-387-0073.

Getting Access to Your Health Record

For assistance in submitting a request for access to patient information, please direct your request to the Health Data Resources office at the campus where you were seen:

Sunnybrook Campus:

Health Data Resources
Room E123, 2075 Bayview Avenue
Toronto, Ontario M4N 3M5
Phone: 416-480-4433

Women's College Ambulatory Care Centre

Health Data Resources
Room A134, 76 Grenville Street
Toronto, Ontario M5S 1B2
Phone: 416-323-6098

Orthopaedic & Arthritic Institute

Health Data Resources
2nd Floor, 43 Wellesley Street East
Toronto, Ontario M4Y 1H1
Phone: 416-967-8527

Toronto Sunnybrook Regional Cancer Centre

Health Information Services
2nd Floor, T2, 2075 Bayview Avenue
Toronto, Ontario M4N 3M5
Phone: 416-480-4638



*Protecting
Your
Personal
Health
Information*

Sunnybrook cares about your personal health information privacy

As a patient of the hospital, you will be asked on a number of occasions to provide us with personal health information that will assist in the delivery of your care.

You should be aware that our information handling practices are a matter of public record and that Sunnybrook has appointed a Chief Privacy Officer to protect your information privacy.

You can therefore be assured that the confidentiality of your personal health information will be protected regardless of where or how this information is collected, used or disclosed by Sunnybrook.

What is Personal Health Information?

Personal health information is anything that can identify you as an individual such as your name, your social insurance number, or other personally identifying information which can be related to your health status or care such as a test result with your name on it. Keeping it private means you, as a patient, have the right to know and control where this information is being used within the hospital. It also means Sunnybrook has an obligation to ensure that the information is kept confidential.

What will Sunnybrook do with my information?

Sunnybrook may collect, use or disclose patient personal information for the purposes of:

- Providing health care or assisting in providing health care to the individual;
- Planning or delivering patient care programs or services funded by Sunnybrook;
- Evaluating, monitoring and allocating resources to these programs and services;
- Risk management or activities to improve quality of care or quality of any related program or service;
- Processing, monitoring, verifying or reimbursing claims for payment under any Act;
- Research, as approved by a Research Ethics Board;
- Marketing, but only with your express consent;
- Anonymizing or de-identifying the information;
- Teaching and education;
- Fundraising;
- Providing the individual's name, religious or other organizational affiliation and location in the facility to a representative of the religious or other organization;
- As otherwise consented to by the individual; and
- As otherwise permitted, authorized or required by law.

Who has access to my personal health information?

Authorized agents of the hospital or a limited number of **approved third parties** may have access to your personal information from time to time. All authorized agents and third parties are contractually obligated to protect your personal information privacy on behalf of Sunnybrook. Access may be provided to:

- **agents** of Sunnybrook such as medical staff, employees and authorized contractors;
- other **health care facilities or services** that may be providing you with care;
- **in the case of an emergency**, a person who may be able to contact your relatives or friends;
- **the Ontario Ministry of Health and Long Term Care** and their designated agents;
- **a government approved registry** of personal health information that relates to a specific disease or condition or that relates to the storage or donation of body parts or substances;
- **the Chief Medical Officer of Health** or a public health authority established under the laws of Canada;
- **To anyone** wishing to confirm that you are a patient, your general health status and your location at Sunnybrook and Women's;
- **To a partner**, sibling or child of a deceased individual.