

How We Protect Your Privacy

At Radiant Care, we treat your personal health information (PHI) with respect and sensitivity in accordance with the Ontario *Personal Health Information Protection Act, 2004* (PHIPA) and any other laws that we are required to follow.

We take steps to protect your PHI from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.

We perform audits to monitor and manage our privacy compliance.

We take steps to ensure that our staff and everyone who performs services for us protects your privacy.

Your Privacy Choices

Please speak to our Privacy Officer, if you want to:

See your personal health information: You may request a copy of your PHI, including assessments, at any time.

Correct your personal health information: You may ask to have your PHI corrected or updated.

Withdraw your consent: You may choose to withdraw your consent for some of the uses and disclosures listed on the inside panels (subject to certain legal obligations).

Privacy Contacts

For more information or to raise a concern, please contact our:

Privacy Officer
1 Tabor Drive
St. Catharines, ON L2N 1V9
905-934-3414 ext. 1052
privacyofficer@radiantcare.net

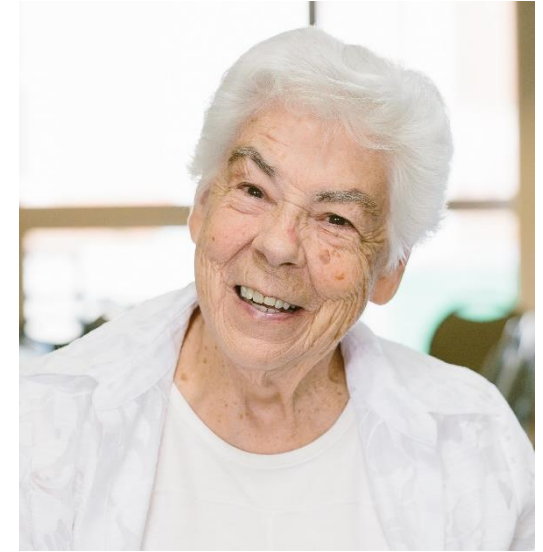
For more information about your privacy rights, or if you are unable to resolve a problem directly with our Privacy Officer, please contact:

Information and Privacy Commissioner
of Ontario
2 Bloor St. E., Suite 1400
Toronto, ON M4W 1A8
416-326-3333 or toll-free 1-800-387-0073
info@ipc.on.ca

Radiant Care

radiantcare.net/privacy

Radiant Care



Privacy & Your Personal Health Information

*A Guide to the Collection,
Use, and Sharing of Your
Personal Health Information*

Collection of Personal Health Information

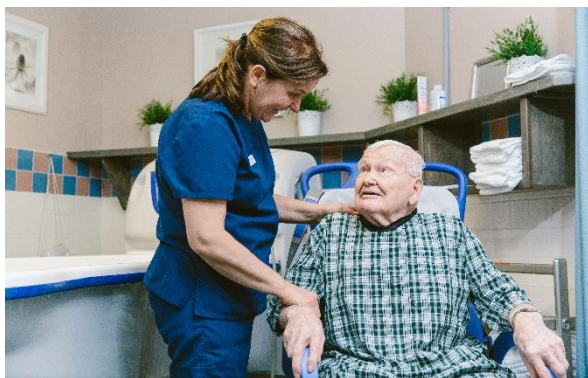
We collect personal health information about you directly from you, the person acting on your behalf, other health service providers, and your Electronic Health Record. The personal health information that we collect may include, your name, date of birth, address, health history, medication history, allergies, functional status and social activities, etc.

Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

An **Electronic Health Record (EHR)** is a secure, integrated collection of a person's encounters with the health care system; it provides a comprehensive digital view of a person's health history.

EHRs help improve your access to health services, enhance the quality and safety of care, and help the health care system become more efficient.

Visit ehealthontario.on.ca for more info.



Uses & Disclosure of Personal Health Information

We use and disclose your personal health information:

- To support your health care when we are providing nursing services such as medication administration, administering a flu vaccine, diabetic support, monitoring your lab results when you are taking certain medications, etc.
- To communicate or consult about your health care with other health care providers. Information could include lab results, hospital discharge summaries, medications that have been prescribed to you, allergies, etc., and could be shared using electronic medical information systems.

If you would like more information about the electronic medical information systems, please speak with our Director of Care or our Privacy Officer.

- To get payment for services including from OHIP, WSIB and private insurers.
- To plan, administer and manage our internal operations.
- For quality improvement and patient safety activities for our services.
- When we have to comply with legal and regulatory requirements.
- To fulfill other purposes that are permitted or required by law.

Sharing of Personal Health Information

Unless you tell us not to, we share your personal health information with other authorized health service providers who will provide you with support now and in the future. Ensuring your health service providers have the most current and complete record of your health history and needs allows them to effectively and efficiently provide you with the services you need. We share your assessments using the Integrated Assessment Record.

The **Integrated Assessment Record (IAR)** is a provincial initiative to provide authorized health service providers within your circle of care with timely and secure web-based access to your assessment information. The IAR enables collaborative care planning as well as enhanced communication between providers, for the ultimate goal of promoting high quality care for you.

Visit www.ccim.on.ca for more info.

