

Unless you tell us not to, we may also disclose your information to:

1. Your visitors or callers so they can reach you in the hospital. If you do not want UHN to tell visitors or callers that you are in the hospital, let us know that when you are being admitted and share this with your care team. That way, your patient room and phone number will not be put in our directory.
2. Connect you with a religious or spiritual advisor who may visit you in the hospital. If you do not want this service, tell us when you are admitted at the hospital and we will note that in your health record.
3. The UHN foundations. The foundations raise money for research, medical education, and improved patient care. If you do not want to be contacted for fundraising after you leave the hospital, let us know that when you are being admitted. You may also call 416-946-2114 and ask not to be contacted for fundraising.

Can I see my record of personal health information?

We respect your right to see your health record. If you wish to do so, please call the Release of Information line for more information:

Release of Information	416-340-4771
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We do our best to keep your information up to date and accurate. We have processes in place so you can update your record (for example, if you change your address).

Who do I contact for more information?

Our UHN Privacy Office can tell you more about how UHN protects your health information and will respond to any concerns. Contact the Privacy Office by:

Telephone	416-340-4800 ext. 6937
Email	privacy@uhn.on.ca
Internet	www.uhn.ca/patient/privacy

Other questions or concerns?

If you have more questions or concerns, please call the Information and Privacy Commissioner of Ontario at:

Telephone	1-800-387-0073
Address	Information and Privacy Commissioner of Ontario 2 Bloor Street East Suite 1400 Toronto, ON M4W 1A8
Internet	www.ipc.on.ca

PRIVACY



*A Guide
For Patients*



University Health Network

Toronto General Hospital Toronto Western Hospital Princess Margaret Hospital

A Commitment To Privacy

At University Health Network, we treat our patients' health information with respect and sensitivity. We do so in accordance with the Ontario Personal Health Information Protection Act and all other applicable laws.

We are committed to privacy in our three hospitals – Princess Margaret Hospital, Toronto General Hospital and Toronto Western Hospital – and in our three foundations. We have safeguards in place to protect your information.

This pamphlet explains:

- Why we collect your personal health information
- What we use the information for
- Who we share the information with and why
- How you can access your own health records

Why does UHN collect health information?

We collect basic information (for example, your name, address, date of birth) so that we will know who you are each time you visit the hospital. We also collect information about the tests, procedures and other care you receive during your visits.

Information may be collected and stored in different ways, such as your paper chart, electronic files and images. This is your personal health information and it is protected by law.

The people at UHN who provide your care are allowed to see your health information. This group includes doctors, nurses, technicians, therapists, and other health professionals who provide care.

Sometimes, we ask other healthcare organizations and health professionals for information about you if we need it for your care at UHN.

How is my health information used?

We use your health information for these purposes:

1. To provide you with healthcare services. You will have tests and treatments when you visit the hospital. UHN keeps a history of these for your future medical care.
2. To comply with legal and regulatory requirements. For example, we collect your health insurance number because the government needs it to pay for the services you receive at UHN.
3. To make our health services better and more efficient.
4. To support UHN's research programs. Researchers working on approved studies have access to personal health information, provided that consent and privacy issues have been addressed in accordance with the Personal Health Information Protection Act and other applicable laws.

5. To support UHN's educational activities
UHN is a teaching hospital, which trains new doctors, nurses, and other health care professionals. Students work with your health care team under the guidance of qualified teachers.

Who does UHN share my health information with?

UHN may disclose (share) your personal health information to:

- Your next-of-kin (family member) or legal representative – a person you choose.
- Other healthcare providers as part of your care.
- Health regulatory agencies (for example, agencies that track wait times).
- Public authorities as permitted and required by law (for example, Public Health to track infections).
- Government agencies (for example, the Workplace Safety & Insurance Board), or if you give your consent, your private insurer to get payment for your treatment or care.