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## De-identified, aggregated, and anonymized information

We may use your personal health information to generate de-identified, aggregated, or anonymized information that does not reveal your identity. This information is used to conduct research, improve our services, and measure our performance. Oak Valley Health takes steps to mitigate risks associated with the re-identification of personal health information.

We may also share de-identified, aggregated, or anonymized information with third parties. This allows Oak Valley Health and third parties to understand how we are performing, identify and address safety concerns, and make improvements to relevant products or services.

*Third parties may include but are not limited to product or service providers to Oak Valley Health, government entities, health sectors partners, and research entities.*

## Opt out

To opt out of email communication, please contact our privacy department at:  
[privacyoffice@oakvalleyhealth.ca](mailto:privacyoffice@oakvalleyhealth.ca)

## Complaints

If you wish to make a complaint regarding our privacy practices you have the right to contact **The Office of the Information and Privacy**

**Commissioner of Ontario:**

2 Bloor Street East, Suite 1400

Toronto, ON M4W 1A8

**P:** 416-326-3333

[www.ipc.on.ca](http://www.ipc.on.ca)

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## How does Oak Valley Health protect your PHI?

- 1) Your information is collected, used and disclosed:
  - To provide patient care
  - To support activities related to the administration of health care services
  - To compile statistics and support research efforts
  - To comply with legal and regulatory requirements
  - For fundraising purposes
- 2) Your information will be protected with appropriate physical, technical and administrative safeguards.
- 3) We strive to keep your information up-to-date and accurate. At your request, we have a process for you to have your information updated or corrected.
- 4) We investigate any complaints about our privacy practices and take the necessary action to resolve such complaints.

## Contact information

**The Office of Access and Privacy**

**P:** 905-472-7373 ext. 6004 or 2183

**Email:** [privacyoffice@oakvalleyhealth.ca](mailto:privacyoffice@oakvalleyhealth.ca)



# Your privacy and personal health information (PHI)

## A guide for patients



381 Church Street  
Markham, ON L3P 7P3  
[Oakvalleyhealth.ca](http://Oakvalleyhealth.ca)

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## Our commitment to privacy

Oak Valley Health is committed to upholding patient confidentiality and the protection of personal health information.

Our privacy policy guides how your personal health information is used, how it is protected, and how you can access it.

### **Why we collect your personal health information:**

We collect personal health information directly from you or from the person acting on your behalf so that you can be easily identified each time you visit the hospital.

The personal health information that we collect may include, for example:

- Your name
- Health card number
- Date of birth
- Address
- Health history
- Records of your visit to Oak Valley Health and the care that you received during those visits.

We may also access personal health information from other health care organizations and professionals that may be relevant to your current care.

Access to your personal health information is available to only those who need it in order to provide you with the care that you need.

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## How we use your PHI

- 1) To identify your record quickly and accurately each time you visit the hospital
- 2) To provide you with the most appropriate care and treatment when you visit the hospital. All of this information is recorded in your chart and made available to those involved in your care. We also keep a history of your health information for future care.
- 3) To obtain payment for providing health care through government programs, like the Ontario Health Insurance Plan (OHIP)
- 4) To comply with legal and regulatory requirements
- 5) To improve the quality and efficiency of the health care services that we provide, through our patient satisfaction surveys.
- 6) To share your contact information with our Foundations. They work to support excellence in health care by raising funds for equipment, education and the improvement of patient care.
- 7) To ensure you have an extraordinary patient experience, and staying connected with you. When you provide your email address, you are agreeing that the hospital may contact you through email for Patient Connect enrollment, to share patient surveys, and for appointment reminders.

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## Sharing your information without your consent

The law allows or requires us to share your health information with others without your consent in some situations, including:

- if sharing the information is necessary to provide you with health care and we cannot get your consent in a timely manner
- to contact a relative, friend or someone who may consent on your behalf, if you are injured, incapacitated, or ill and unable to give consent.
- to report certain diseases to public health authorities.
- when we suspect certain types of abuse
- to reduce or eliminate a risk of harm.
- to assist with a law enforcement investigation or to comply with a warrant.
- in a legal proceeding where we or someone acting on our behalf is a party or witness.
- as permitted or required by law.
- we may tell your family, friends and others who ask general information about you, such as your location and health status. Let our staff know if you do not want us to share this kind of information.
- we may provide your health information to Ontario Health to update your provincial electronic health record (EHR). The EHR system is a provincial health record system that allows your health care providers to access, in one place, your health information from anywhere across the province.