

Outpatient Pharmacy Privacy Notice

Oak Valley Health's Outpatient Pharmacy is committed to maintaining the privacy, accuracy, and security of your personal information **(PI)** and personal health information **(PHI)**. We will only collect PI and PHI that is directly related to Oak Valley Health's Outpatient Pharmacy. The amount and the type of the information collected will be limited to that which is needed to fulfil the identified purpose(s), and to comply with any applicable professional, legal and regulatory requirements.

What personal information do we collect and how do we use it?

Oak Valley Health's Outpatient Pharmacy may collect the following PI and PHI for identified purposes:

- Demographics such as: first and last name, address, telephone number, date of birth;
- Medical history
- Medical conditions,
- Drug allergies,
- Name of prescribing physician,
- ODB or private health insurance plan information and other information which you may provide to us to assist us in dispensing.
- Additional information on the prescription (such as diagnosis or instructions from the prescribing physician).

We may collect, use and disclose the above PI and PHI personal for the following identified purposes:

Prescription drug fulfillment

- to correctly dispense your prescription medication (including proper dosage and instructions)
- to identify you,
- to ensure the accuracy of our records.

Prescription payment or reimbursement

We may share information with ODB, private health insurance provider, or other health claim adjudicator as necessary in order to process your claim, including your eligibility for reimbursement and scope of your drug coverage to ensure that there are no adverse drug or allergic reactions to any of the medications dispensed.

Counselling and advice

When you speak to an Oak Valley Health outpatient pharmacist to receive counselling or advice, we collect personal information for the purpose of appropriately assisting you. This information may be added to your profile and used to help us assist you in the future. Where appropriate, we also use this information to provide you with treatment-related services, such as refills.

Legal

OVH pharmacists are required by law to disclose certain information in order to comply with applicable professional, legal and regulatory requirements.

How can I access or correct my PHI?

You may access and request that corrections be made to your records of personal health information by contacting the Manager or Director of Outpatient Pharmacy in writing at OVHretail@oakvalleyhealth.ca.

Who do I contact if I have a privacy question or concern?

Any Privacy questions or concerns, please contact privacyoffice@oakvalleyhealth.ca or contact the Office of Access and Privacy at (905) 472-7373 ext. 2183.