

Our Information Practices

Collection of Personal Health Information

We collect your personal health information directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your contact information, medical history, records of the care you received during prior visits to Mount Sinai Hospital or at other hospitals. We may also collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to as is necessary:

- treat and care for you;
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others);
- plan, administer and manage the Hospital and its programs;
- conduct risk management activities;
- conduct quality improvement activities (such as sending you a patient satisfaction survey);
- teach;
- conduct research;
- compile statistics
- comply with legal and regulatory requirements; and
- fulfill other purposes or as required by law.

As well, we disclose your mailing address to our Foundation, so that it may conduct fundraising to improve our healthcare services and programs.

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INFORMATION PRIVACY COMMISSIONER / ONTARIO

If dissatisfied with the outcome of a complaint lodged with the Mount Sinai Hospital Privacy Officer, it is your right to make a complaint to the Commissioner:

Information and Privacy Commissioner / Ontario

2 Bloor Street East
Suite 1400
Toronto, Ont M4W 1A8

Telephone: 416-326-3333
1-800-387-0073

Email: info@ipc.on.ca
Internet: www.ipc.on.ca

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

The Mount Sinai Hospital Corporate Privacy Officer

Mount Sinai Hospital
342 - 600 University Avenue
Toronto, Ontario
M5G 1X5

416-586-4800 ext. 2101
Fax: 416-586-5280
privacy@mtsinai.on.ca
www.mtsinai.on.ca



Corporate Privacy Officer

Privacy A Guide for Patients



Mission

Mount Sinai Hospital is dedicated to discovering and delivering the best patient care, with the heart and values true to our heritage.

We view protecting your Privacy as part of our Mission.

Our Commitment to Privacy

At Mount Sinai Hospital we understand that effective health care delivery depends on an atmosphere of trust between patients and caregivers.

You can trust that we respect:

- your right to access your personal health information;
- your right to request **correction** of incomplete or inaccurate information contained in your health record; and
- your right to have your personal health information kept **confidential**.

Corporate Privacy Officer

Please contact our Corporate Privacy Officer for more information or to raise a concern about the protection of your privacy.

Corporate Privacy Officer
416-586-4800 ext. 2101
privacy@mtsinai.on.ca

Pour de plus amples renseignements ou pour des questions relevant de la protection de vos données personnelles, prière de contacter notre Responsable de la confidentialité.

如欲了解本院如何保障閣下私隱或需要其它諮詢, 請聯絡院方的私隱專員. 熱線電話: (416) 586-4800 內線 2101.

Your Rights

Access

If while an inpatient you would like to access your health record, ask one of your care providers to arrange a time when a care provider can review your entire record with you.

If you would like to have access to the record after having been discharged or wish to obtain a copy of it, please contact our Health Records department at 416-586-4800 ext. 2649.

Correction

If you believe that the personal health information we have recorded about you is inaccurate or incomplete, please raise this with your care provider or write to our Corporate Privacy Officer.

Confidentiality

You may challenge our compliance with our pledge to protect your privacy:

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protect your privacy and only use your personal health information for the purposes you have consented to.

Your Choices

You may opt out of some of our programs by contacting us:

Patient Directory

Your name, location in the Hospital and general health status are given to people who telephone asking about you. If you want to be removed from the directory, tell your Admitting Clerk or contact the Corporate Privacy Officer.

Fundraising

If you disagree with being contacted by mail to be asked to support the Mount Sinai Hospital, tell your Admitting Clerk or contact our Corporate Privacy Officer.

Religion

Your name and location in the Hospital is given to a hospital chaplain who may visit with you. If you do not want a visit, simply do not provide us your religion during the admitting process.

Personal Health Information means *identifying* information about you related to:

- your physical or mental health,
- providing health care to you,
- your health number,
- your substitute decision maker, and
- other information included in your health record.