

Your rights

You have the right:

- To be aware of and direct the collection, use, and disclosure of your information
- To request the information we collect concerning you and the purpose of the collection. We will only collect the information that is required for your care and other permitted uses
- To access and obtain a copy of your records upon request and/or request correction to your record
- To request an audit and to know who has access to your records, and for what purpose
- To be informed of our information policies and have an opportunity to discuss them with us
- To ask us not to share your personal health information with certain health care providers. We will not share your information unless we are permitted or required by law to do so
- To be advised of our safeguards where your information is shared with third parties as permitted by law
- To be informed if your personal health information is stolen, lost or improperly accessed
- To be advised of the contact information of our privacy representative and your right to report a concern to the Office of the Information and Privacy Commissioner of NL

Who can I contact at Central Health?

If you have any questions about privacy practices at Central Health or if you wish to request correction of your personal health information, please contact us at (709) 256-5452 or email at privacy@centralhealth.nl.ca.

For more information...

The Information and Privacy Commissioner of Newfoundland and Labrador is responsible for ensuring that privacy laws are followed. For more information about your privacy rights or if you are not able to resolve your privacy concerns directly with our organization and wish to make a complaint, please contact:

Office of the Information and Privacy Commissioner

P.O. Box 13004, Station A 34 Pippy Place
St. John's, NL A1B 3V8
Telephone: (709) 729-6309
Toll free: 1-877-729-6309
Fax: (709) 729-6500
Website: www.oipc.nl.ca

DISCLAIMER: This brochure provides general information only and is not legal advice regarding all rights and obligations under Newfoundland and Labrador's privacy law.



**Our commitment
to privacy and
confidentiality**



Central Health takes our responsibility to protect the security and confidentiality of your personal information very seriously. As part of our ongoing commitment, we want you to know why we ask for your personal health information, how we use it, how we protect it and how you can ask us questions about your information.

The personal health information we collect includes:

- Information that identifies you as an individual, such as your name, address, date of birth, and MCP number;
- Information about your care needs in order to plan services with you;
- Information about the services you receive; and/or
- Other information necessary for administration of your healthcare, as required or authorized by law.

Your personal health information comes from:

- Directly from you (our patient/client/resident);
- Other organizations who refer you to us for services;
- Other healthcare professionals involved in your care;
- Departments within our organization
- Other sources, with your consent or as otherwise authorized by law.

We collect your personal health information:

- To correctly identify you as the person needing our services;
- To be able to contact you when necessary;
- To identify your needs so that we may provide services to you;
- To plan and manage your services;
- As otherwise required or permitted by law.

Sharing your personal health information

Our employees work together as a team to provide you with services. This may mean that some of your information may be shared among your team members to make sure you get the best possible care or service.

Central Health is part of a larger provincial health care system. Therefore, information such as your name, address, date of birth, MCP number, and other medical information will be shared with other provincial medical healthcare systems. This will keep your information current and accurate.

Information may also be shared with third parties for statistical or other purposes, as otherwise required or permitted by law. These purposes may include, but are not limited to:

- Mandatory reporting obligations, as required by law or professional practice standards;
- Billing for services;
- Health and safety;
- Legal proceedings;
- Authorized research purposes;
- Other administrative or legally authorized purposes.

Protecting your personal health information:

All Central Health employees and healthcare professionals are guided by professional codes of ethics and professional practice standards, as well as Central Health privacy and information management policies. All staff have signed confidentiality agreements.

All employees and affiliated individuals must complete an annual privacy education session to ensure they are aware of their lawful duties and obligations to protect your personal health information.

Your information is also protected through the Central Health Management and Accountability Framework, and the Central Health Information Management and Security Framework.