**Hospice Dufferin Commitment to Client Privacy**

The appropriate collection, use and disclosure of client’s personal health information is fundamental of our day-to-day operations and to client care.

Every employee, volunteer, and student must abide by our commitment to privacy and the handing of personal information.

**Applicability of the Privacy Policy**

Our privacy policy attests to our commitment to privacy and demonstrates the ways we ensure that client privacy is protected. This policy applied to the personal health information of all of our clients.

Our privacy policy reflects our compliance with fair information practices, applicable laws and standards of practice.

1. Accountability

We take our commitment to securing client privacy very seriously. Each employee, volunteer and student associated with Hospice Dufferin is responsible for the personal informal under his/her/their control.

2. Identifying Purposes: Why we collect information

Clients are entitled to know how their information is used. We will limit the information we collect to what we need for serving the client and will use it only for those purposes. We will obtain client consent if we wish to use their information for any other purpose.

3. Consent

Clients have the right to determine how their personal health information is used and disclosed.

Clients will be asked for written consent at time of intake. It will be renewed on a yearly basis.

At times written consent is not available then verbal consent will be documented in the client file until written consent can be obtained.

Clients unable to give written consent due to cognitive inabilities, may have their power of care sign.

Parents of youth under 14 years of age should sign for an underage youth. Youth that wish to have service without parent knowledge, will be able to sign consent after consulting with the clinician.

Clients may withdraw consent and services at any time. A withdrawal of consent will be placed in the client’s file.

4. Limiting Collection

Hospice Dufferin will only collect information that is fair and lawful and related to the provision of care.

5. Limiting Use, Disclosure and Retention

Hospice Dufferin will seek client consent before using information beyond the scope of the privacy statement. According to PHIPA, Hospice Dufferin may collect information without the individual’s consent or knowledge only:

* + - if it is clearly in the individual’s interest and consent is not available in a timely way
    - -if knowledge and consent would compromise the availability or accuracy of the information and collection
    - is required to investigate a breach of an agreement or contravention of a federal or provincial law
    - for journalistic, artistic or literary purposes
    - If it is publicly available as specified in the regulations.

Under no circumstances does Hospice Dufferin see client lists or other personal information to third parties.

With consent, Hospice Dufferin may disclose some of your personal health information with other health care and community service partners. This information exchange only occurs as part of your care plan.

Client information is retained for 7 years after discharge.

6. Accuracy

Hospice Dufferin endeavors to ensure that all decisions involving client personal information are based upon accurate and timely information.

7. Safeguards: Protecting Information

Hospice Dufferin protects client information with appropriate and security measures.

Electronic records can only be accessed by employees and other agents who require access in the performance of their duties, and to those otherwise authorized by law. Other agents must agree to abide by our privacy policy and sign contracts to that effect.

Hospice Dufferin computer systems are password-secured and constructed in such a way that only authorized individuals can access secure systems and databases.

Hospice Dufferin clients that wish to correspond by text or email will be reminded that this type of communication is not necessarily secure.

8. Openness: Keeping you informed

Hospice Dufferin will post this policy on their website and on the bulletin board in the office.

9. Access and Correction

With limited exceptions, Hospice Dufferin will give a client access to the information we retain within a reasonable time, upon presentation of a written request and satisfactory identification.

Hospice Dufferin may charge a fee for this service.

If a client finds errors of fact in their health information, please notify Hospice Dufferin as soon as possible and the appropriate corrections will be made. Hospice Dufferin is not required to correct information relating to clinical observations or opinions made in good faith. Clients have a right to append a short statement of disagreement to the record if Hospice Dufferin refuses to make a requested change.

10. Challenging Compliance

Hospice Dufferin encourages any questions or concern about privacy to

Maureen Riedler

30 Centre St.

Orangeville Ontario

L9W 2X1

519-942-3313 ext 1

[mrielder@hospicedufferin.com](mailto:mrielder@hospicedufferin.com)

If the client feels that their concerns have not been addressed, they have the right to contact the Information and Privacy Commissioner Ontario office.

They can be reached at

2 Bloor St East Suite 1400

Toronto, Ontario M4W 1A8

1-800-387-0073

1-416-325-9195 fax

Policy dated May 2023