

## Personal Health Information and Your Privacy

Privacy is your right to decide **“who knows what”** about you, and what that person does with this information.

At the London InterCommunity Health Centre, we respect your privacy and work hard to meet our obligations related to your privacy rights.

Personal information is anything that identifies you as an individual such as your name, phone number, or birthday. Personal health information is information about your health or health care history – like a test result with your name on it.

### 659 Dundas Street

London, Ontario N5W 2Z1

Tel: 519-660-0874

Fax: 519-642-1532

Hours: Mon 9-5, Tues 9-9

Wed 9-9, Thurs 10:30-5, Fri 9-5

### Unit 7 – 1355 Huron Street

London, Ontario N5V 1R9

Tel: 519-659-6399

Fax: 519-659-9930

Hours: Mon 9-9, Tues 9-5

Wed 9-5, Thurs 10:30-5, Fri 9-5



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## Personal Health Information and Your Privacy

**Every One Matters.**

## Collecting Personal Health Information

We collect personal health information so that we can care for you appropriately. If you cannot provide us with the information we need, we may collect the information from other health care providers who care for you or who have cared for you in the past. We will also collect information about you from other people if you say that we can, or if the law says that it is okay for us to do so.

We promise to follow the regulations and laws about privacy and personal health information.

## Using and Sharing Personal Health Information

Your personal health information will be shared with all the health care providers involved in your care. It will also be shared with other people or organizations if the law says that we must, or if your records are subpoenaed by a court order. We will also share your information if we must process an insurance claim.

## Keeping Your Information Safe and Correct

We keep a record of your personal health information on our computer system. We work hard to keep your record correct. The information is kept safe using up-to-date technology.

Every staff person or volunteer who uses your personal health information is required to follow our privacy policies.

## Requesting your Health Record

You have the right to a copy of your health record. You can do this by writing to our Privacy Officer. We will give you access to your file within 30 days of your request. If your request takes a lot of time, we may ask for 30 more days to prepare the information.

You may also ask for changes to the personal health information in your file. To do this, please provide us with more information and explain why these changes should be made.

## Consent

If you do not wish your personal health information to be used or shared, you have the right to refuse the use or sharing of all or part of that information. We will let you know if your refusal to share part or all of your information impacts our ability to provide health care services to you.

## Questions and Complaints

You may direct any questions or complaints about how we handle personal health information to our Privacy Officer.

If you can't resolve your complaint by working with the Privacy Officer, you may contact the Information and Privacy Commissioner of Ontario for more help.

## Contact Information:

Privacy Officer  
London InterCommunity Health Centre  
659 Dundas Street  
London, ON N5W 2Z1  
privacy@lihc.on.ca

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8