

Dorothy Ley Hospice Privacy Statement

The Dorothy Ley Hospice provides you with a broad variety of care and services, and in order to meet your needs and serve you well Hospice staff need to know personal information about you.

As an individual, you have a right to know how Hospice staff collect, use and disclose personal information and to expect that, as best possible, your personal health information remains accurate, confidential and secure. The Dorothy Ley Hospice is proud of its long-standing commitment to maintaining the confidentiality and security of personal information and has implemented practices to better protect your privacy.

Dorothy Ley Hospice will collect your Personal Health Information during the assessment process to determine which services and supports will be most appropriate for you. Personal Health Information is also collected to provide you with health care and may include:

- Your name, address, and phone number
- Your physical and emotional health
- Your personal health history
- Issues that you are experiencing
- Your wishes and preferences for your care

Your information will be shared with staff providing service, as well as other health care providers and organizations involved in your care. This information cannot be used for any other purposes without your permission.

If you have agreed to share your Personal Health Information, it will be used to:

- Provide you with care and assistance based on your needs
- Make sure your health care providers have the most up-to-date and complete record of your health history and needs
- Help us see where there might be gaps or overlaps so we can ensure you are getting the proper support and services

As a client, you have the right to:

- Have your personal health information kept confidential, unless legally mandated
- Access your personal health information
- Request a correction of incomplete or inaccurate information contained in your health record
- Share your information with your Care Team

Privacy and Security

Client privacy is a top priority at Dorothy Ley Hospice. We collect clients' personal health information under the authority of the Personal Health Information Protection Act, 2004 (PHIPA). All Dorothy Ley Hospice staff and volunteers sign a confidentiality agreement and are educated on protecting client privacy and compliance with Ontario's privacy legislation. In addition, strict security and controls are in place to ensure your information is viewed only when required.

If you would like to know more about how your personal health information is handled and shared please call 416- 626-0116 and ask to speak to the Privacy Officer.

For more information about your privacy rights, or if you were unable to resolve a problem directly with our organization, contact the Privacy Commissioner of Ontario at 416-326-3333 or 1-800-387-0073.