

Our Commitment to you.

At Western Health, we take our responsibility to protect the security and confidentiality of your personal information very seriously.

We will contact you if we identify any concerns with the security or accuracy of your information.

If you have any questions or concerns about your personal information, please speak with your health care or service provider.

The Information and Privacy Commissioner of Newfoundland and Labrador.

The Information and Privacy Commissioner of Newfoundland and Labrador is responsible for making sure that privacy law is followed.

For more information about your privacy rights, or if you are not able to resolve a problem directly with our organization and wish to make a complaint, contact:

Office of the Information and Privacy
Commissioner
P.O. Box 13004
Station A
3rd Floor - Sir Brian Dunfield Building
2 Canada Drive
St. John's, NL
A1B 3V8

Toll Free (877) 729-6309
Telephone (709) 729-6309
Facsimile (709) 729-6500

www.oipc.nl.ca

Whom may I contact?

If you have any other questions, please call Western Health's Regional Privacy Office at (709) 637-5000, extension 5248.

You may call between 8:30 a.m. to 4:30 p.m. Monday through Friday.



Our Vision

The vision of Western Health is that the people of Western Newfoundland have the highest level of health and well being possible - Your Health Our Priority.

 www.westernhealth.nl.ca

protecting
your
privacy



What does privacy mean to us?

At Western Health, we keep all information about you and your family members (our patients, clients, residents) confidential.

We want you to know:

- Why we ask for your personal information.
- How we use it and keep it secure.
- How you can get answers to your questions.

What personal information do we collect?

- Information that identifies who you are such as your name, address, date of birth, and MCP number.
- Information about your needs in order to identify and plan services with you.
- Information about the services you receive.
- Financial information to determine eligibility for specific programming.

Why do we collect your personal information?

- To correctly identify you as the person needing our services.
- To contact you when needed.
- To identify your needs so that we may provide services to meet these needs.
- To plan and manage our services.
- To meet legal requirements for reporting to government.

Where does your personal information come from?

- Directly from you.
- From other organizations who refer you to us for services.
- From other health professionals, when it is required by law that information be reported, for example infectious diseases.
- From other sources, with your consent.

Sharing your personal information.

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

Western Health is also part of a larger provincial health care system. Your information may be shared with other health organizations in the province to provide you with quality service.

For example, you may be transferred to a hospital in another region or we may need to consult a specialist in another hospital outside Western Health.

Other use of your personal information...

We take seriously our duty to keep your information private. It will be released only when you give us approval to do so or when we are required or permitted by law.

Information may be shared for statistical purposes or research.

Other use of your personal information... (continued)

Before we release your information, we will either remove your name and other identifiers from your personal information or contact you for your consent.

Safeguards...

Western Health has policies and procedures in place to make sure your information is protected from being lost or shared without your permission.

Professional staff are guided by their professional codes of ethics. All staff sign confidentiality agreements.

Your information is also protected through the use of:

- Locks on filing cabinets and doors.
- Restricted access to records and work locations by approved employees only.
- Password protected computers.

What are your rights?

You have the right to:

- Review and obtain a copy of your records. Fees may apply.
- Know who has access to your records and for what reason.
- Correct or add information to your record.
- Be informed of our information policies and talk to us about them.
- Provide feedback if you feel we are not following our policies or have concerns that you wish to be heard.