

Your rights

You have the right to:

- Know your information that is in our records.
- Access your health record as requested, with the assistance of a Labrador-Grenfell Health professional and to obtain a copy of your records (subject to applicable fees).
- Know who has access to your records and for what reasons.
- Request a correction of 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 if you have concerns you wish to be heard.
- 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.
- Change your mind about sharing your information.
- Be informed if your personal health information is stolen, lost or improperly accessed.

In summary

We take our responsibility to protect the confidentiality of your personal information very seriously. If we identify any concerns with the confidentiality or accuracy of your information, we will contact you.

Who can I contact?

If you have any questions or wish to obtain access to or request correction of your record of personal health information, please contact our **Regional Privacy Officer**:

- (709) 454-0162
- privacy@lghealth.ca.

Hours of operation:

8:30 a.m. - 5:00 p.m., Monday to Friday

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, 2nd Floor, 34 Pippy Place, P.O. Box 13004, Station A, St. John's, NL, A1B 3V8; Tel: 709-729-6309; Toll-free: 1-877-729-6309; Fax: 709-729-6500; E-mail: oipc@gov.nl.ca; Web: www.oipc.nl.ca.



Labrador - Grenfell Health

Personal Health Information and Privacy in Our Facilities



Labrador - Grenfell Health

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



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Protecting your privacy has always been important. We are committed to keeping all information about individuals and families confidential.

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.

Protecting your privacy

The personal information we collect includes:

- Information that identifies you: your name, address, date of birth and MCP number.
- Your care needs, in order to identify and plan services with you.
- Information about health care services you receive.

Your personal information comes from:

- You (our client).
- Other organizations that refer you to us for services.
- Other health and community services professionals when it is required by law that information be reported; for example, in the case of infectious diseases.
- Other sources, with your consent.

We collect your personal health Information:

- To correctly identify you as the person seeking and/or receiving our services.
- To be able to contact you when necessary.
- To identify your health care needs.
- To plan and manage services.

Your personal health information can also be used/shared without consent for purposes such as risk management activities, to conduct approved health research, or as otherwise required or permitted by law.

Sharing your personal health information

Our staff members work together as a team to provide you with services. This means that some of your information may be shared among team members in your "circle of care", to make sure you receive the best possible care and services.

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

This facility is one part of a larger provincial health care system. As such, information such as your name, address, date of birth and MCP number will be

shared with province-wide electronic health record systems so that your information is accurate, correct and up-to-date.

Information may also be shared for research purposes, including for research projects that are designed to improve health care. All health research projects involving personal health information must be approved by a Research Ethics Board.

Protecting your personal health information

This facility has policies, procedures, and safeguards in place to make sure your information is protected from being disclosed without your permission.



Professional staff members are guided by their professional code of ethics and all have signed confidentiality agreements as required.

Your information is also protected through our policies and procedures and the use of means such as:

- Secure locks on file cabinets and doors.
- Limiting access to information to only approved staff members.
- Passwords for our computers.