



Your Privacy at Thresholds Homes & Supports

Understanding Your Personal Health Information and Privacy Rights

■ Why is my information being collected?

Your personal health information (PHI) is primarily used to paint the picture of your overall health so that your care providers can give you better care. Sharing your PHI by mail, fax and electronically with other service providers is important. The information shared with the members of your community care team allows them to have the most up-to-date information about you so they can better and more safely meet your needs.

■ What is included in my personal health information?

Your personal health information file includes information on your:

- mental health
- physical health
- health history
- personal history
- relevant family medical history

■ How is my personal health information being protected?

Thresholds Homes and Supports complies with Ontario's health privacy standards. Your PHI can only be used by authorized staff providing you with health care support and services.

We have put safeguards in place to ensure all personal health information is protected from misuse, alterations or disclosure. We have a monitoring system to make sure that only those staff providing care to you can see and add to your record.

All Thresholds staff have completed privacy training and have signed confidentiality agreements.

■ Are there times when my personal health information is shared without my express consent?

Yes. For example, if you are at risk of harming yourself or others we may need to share need-to-know information. We are also obligated by law to respond to a subpoena and/or search warrant. Anonymous data may also be used for program evaluation and funding.

Do you have questions or concerns about your privacy at Thresholds?

If so, please do not hesitate to contact our *Privacy and Risk Officer* at **519 742-3191** or privacy@thresholdssupports.ca

OR contact the *Information and Privacy Commissioner of Ontario* at **1-800-387-0073** or info@ipc.on.ca

Can my PHI be shared with third parties that are **not** health care providers?

Thresholds requires your express consent to share your PHI with third parties. You can request copies of parts or all of your file for purposes other than healthcare, such as your lawyer, or an application for disability.

What are my privacy rights?

You have the right to:

- contact us
- request a copy of your file
- request a correction to your file
- block parts of your file
- file a complaint