Windsor Regional Hospital's PERSONAL HEALTH INFORMATION PRACTICES

Windsor Regional Hospital collects personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to the hospital and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

*WRH participates with secure electronic access systems (i.e. Clinical Connect) to have your information viewable by those healthcare professionals involved with providing your care.

We use and disclose your personal health information to:

- treat and care for you,
- collect payment for your treatment and care (from OHIP, WSIB, your private insurer and others),
- plan, administer and manage our internal operations,
- conduct risk management activities,
- conduct quality improvement activities (such as sending patient satisfaction surveys),
- educate staff and students working with our patients,
- conduct research,
- compile statistics,
- fundraise to improve our healthcare services and programs (name and mailing address only),
- comply with legal and regulatory requirements, and
- fulfill other purposes permitted or required by law.

Windsor Regional Hospital:

- takes steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal;
- conducts audits and completes investigations to monitor and manage our privacy compliance;
- takes steps to ensure everyone who performs services for us protects your privacy and only uses your personal health information for the purposes identified.

You may access and correct your personal health records or withdraw your consent for some of the above uses and disclosures (subject to legal exceptions) by contacting us.

Privacy Officer Information:

Our Privacy Officer is Denise Shuker, Manager of Legal Affairs, Risk Management, Chief Privacy Officer and Freedom of Information Coordinator.

For more information about our privacy protection practices, or to raise a concern you have with our practices, contact us at:

Address: Windsor Regional Hospital, 1995 Lens Avenue, Windsor, Ontario, N8W 1L9
Fax: (519) 985-2638
Phone: (519) 254-5577, Extension 52510
Email: denice_shuker@wrh.on.ca
Website: http://www.wrh.on.ca

* Requests to access your personal health records or to withdraw your consent for some of the above uses/disclosure please contact Health Records, Release of Information at Met. (519) 254-5577 ext. 52313 or Ouellette at (519) 254-5577 ext. 33191