



Hamilton

Data & Records Coordinator  
CQI Division, HES Emergency Medical  
Services  
489 Victoria Ave., North  
Hamilton, On L8L 5H1



## **Personal Health Information Protection Act**

### **Hamilton Emergency Services - Emergency Medical Services**

#### **Information Discharge Practices**

#### **Protecting your Personal Health Information is what we do at Hamilton EMS**

The City of Hamilton's Emergency Medical Services Division provides emergency pre-hospital medical services and transportation to the ill and injured in our community. In order to provide these services and ensure that you receive proper care, Hamilton EMS needs to ask you for certain personal health information.

As an individual who uses our services you have the right to know how we collect, use, maintain and disclose the personal health information in our care. You have a right to expect that, to the best of our ability, the personal health information held by us remains accurate, confidential and secure.

#### **Privacy of your Personal Health Information**

HES Emergency Medical Services is committed to maintaining the confidentiality and security of personal health information and has a number of practices in place to protect the privacy of your personal health information. For example, your health information that is collected by our paramedics is maintained in a secured file in a location at our headquarters that has restricted access. Only those who are directly involved in your care and service or those who have a legal right to see your records are permitted access to your personal health information.

In the past, HES EMS has always taken care to protect all of your personal health information in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy (MFIPPA) Act. The Government of Ontario has enacted new privacy legislation for all health care providers in the province. This legislation, called the Personal Health Information Protection Act, requires that strict rules be followed to protect the personal health information collected, used and/or disclosed by a 'health information custodian'. HES EMS is considered a 'health information custodian' under this legislation. As such, we have taken additional steps to further protect your personal health information.

## Collection and Use

Hamilton EMS collects, uses, discloses and maintains facts about you and your health. These facts are collected to help provide you with care and service by paramedics and the health care system or to process payments for health related services. They include:

- Your name, address and Ontario Health Card number;
- Facts about your health, health care history and the health care that you have been provided;

Non-identifying information related to your care and service is used for administration, management, strategic planning, decision making, research and quality of care reviews with staff and for regulatory compliance requirements.

## Access and Disclosure

You have the right to request access to your personal health information and to receive a copy of these records subject to limited exceptions as set out in PHIPA.

Your personal health information is private. Unless Hamilton EMS is required to disclose your personal health information for law enforcement purposes, or is specifically authorized to share your health information with others, we cannot and will not give out any of your personal health information without your consent. If you provide consent to let a family member or your legal representative see your personal health information, then the family member or legal representative may be allowed access to the part(s) of the personal health record that you have consented to let them see. You also have the right to withdraw or change the conditions of your consent subject to certain conditions as set out in PHIPA. If you have questions about access direct any request to the Data & Records Coordinator, CQI, Hamilton EMS. Keep in mind for every information request a nominal charge is levied for administrative costs.

## Do you need additional information or do you have any questions?

If you would like to know more about how your personal health information is collected, used, maintained and disclosed, or if you have a concern or a complaint about access to your personal health information, please contact the Data & Records Coordinator, CQI, Hamilton Emergency Medical Services.

Hamilton EMS is committed to providing excellent pre-hospital medical care and transportation services to our community. Our commitment extends to protecting your rights and privacy, including the privacy of your personal health information.

November 1<sup>st</sup>, 2004.

For further information, or to address and questions or concerns, please contact:

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CQI Division, Hamilton Emergency Medical Services  
489 Victoria Ave., North  
Hamilton, On L8L 5H1

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[www.myhamilton.ca/myhamilton/CityandGovernment/CityDepartments/EmergencyServices/EMS/](http://www.myhamilton.ca/myhamilton/CityandGovernment/CityDepartments/EmergencyServices/EMS/)

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