



City of Hamilton
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www.hamilton.ca

Hamilton Paramedic Service
Multi Agency Building, 1st Fl,
1227 Stone Church Road E.
Hamilton ON L8W 2C6
Phone: (905) 540-5782
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PRIVACY STATEMENT

How we protect your privacy

- At the Hamilton Paramedic Service, we treat your personal health information with respect and sensitivity in accordance with the Ontario Personal Health Information and Protection Act, 2004 (PHIPA) and any other laws we are required to follow.
- Hamilton Paramedic Service takes steps to protect and secure your personal health information from theft, loss, unauthorized access, copying, modification, use, disclosure and disposal.
- We perform audits to monitor and manage our privacy compliance.
- We take steps to ensure that all our staff and everyone who performs services for us protects your privacy.

Collection

The Hamilton Paramedic Service may need to collect your personal health information in order to provide you with programs and services. Hamilton Paramedic staff collects your personal health information from:

- You directly or the person acting on your behalf.
- Other sources, if we have obtained your consent to do so or if the law permits.

Information collected may include your name, address, phone number, date of birth, Ontario health insurance number, health and health care history and information for payment for health care, when required, for certain public health services.

Use and sharing of personal health information

We use and disclose your personal information:

- To assist, provide and support your health care including vital signs, health education, point of care testing, monitoring blood tests, and providing various treatments
- To communicate or consult about your health care with other providers when we are providing services to you, which could include for example, medical history, allergies, medications, diagnostic results, notes from other providers, and other information, including information from electronic medical information systems
- For quality improvement and patient safety activities
- To get payment for services rendered during a 911 call
- To comply with legal and regulatory requirements and fulfil other activities required or permitted by law

We will require additional consent from you or your substitute decision-maker if we need to share your information for purposes other than those listed above, unless the law allows or requires us to give out your information without your permission.

Your choices

You may access and/or request that corrections be made to your records of personal health information, or withdraw your consent for some of the above uses and disclosures (subject to certain legal obligations) by contacting our Privacy Contact.

For more information or to discuss a concern, please contact our Privacy Contact:

Wesley Loy, 1227 Stone Church Road East, Hamilton, Ontario, L8W 2C6
905-546-2424 ext. 2391.

For more information about your privacy rights, or if you are unable to resolve a problem directly with our Privacy Contact:

Information Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400 Toronto, Ontario M4W 1A8.
Phone: 416-326-3333 Toll free phone: 1-800-387-0073. TDD/TTY: 416-325-7
Email: info@ipc.on.ca