



OUTSTANDING CARE – NO EXCEPTIONS!

# 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.

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

## HOW TO CONTACT US

Angela D'Alessandro, Director of Legal Affairs, Risk Management, Health Information, Patient Registration, and Chief Privacy Officer

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, ext. 52510

**Email:** Angela.D'Alessandro@wrh.on.ca

**Website:** www.wrh.on.ca