

Info Sheet: Privacy of Your Personal Health Information at CAMH

To provide you with the best possible treatment, CAMH needs to collect and use your personal health information (PHI). Your health information is protected under Ontario's health privacy law, the *Personal Health Information Protection Act, 2004* (PHIPA). The Information and Privacy Commissioner of Ontario (IPC/O) is the governing body that oversees and enforces Ontario's health privacy law. CAMH only uses and shares your health information as permitted or required by law.

CAMH has security safeguards to protect your health information from theft, loss, and unauthorized access or disclosure, and we train our staff on privacy and their obligation to protect your personal health information.

What is personal health information?

When you visit any health care facility, a nurse, doctor, or other clinician may ask you about your own health and the health of people in your family. Some examples of your personal health information are

- the names of other doctors you are seeing or health services you are receiving
- information about your physical and mental health, which we may collect directly from you, from other health care providers, or other sources (see consent section)
- information about your family's physical and mental health
- your health card number
- your medications and prescription history

All of this is called personal health information, which may be recorded and kept in your Health Record.

How we use and disclose your personal health information

CAMH uses the information in your CAMH Health Record to provide you with the best possible treatment. We may need to disclose (share) your health information with other health care practitioners such as doctors and social workers, hospitals, or organizations that are providing care to you.

We may also use your personal health information, as permitted or required by law, for the following purposes:

Services	To help us improve our programs and services
Education	To educate our students and health care providers
Payment	To get paid for the services we provide to you
Statistics	To report data to the government and organizations as required
Fundraising	We may use your name and address to contact you about our fundraising
Research	We may use your information when we do a research study. We do so only under regulatory controls and with Research Ethics Board approval.

When your consent is needed and not needed

In most cases, CAMH will rely on your permission or consent to collect, use, or disclose your health information. In cases where we disclose your health information to other health care providers involved in your care (known as your “circle of care”), we may rely on your implied consent. For example, we would assume your implied consent to disclose your health information to the physician who referred you to CAMH for an assessment.

In other cases, we may get your express (explicit) consent to collect, use, or disclose your information. For example, we would get your express consent to disclose your health information to a third-party such as your insurance company. You can give your express consent either verbally or in writing by completing a consent form. You may withhold or withdraw (cancel) your consent at any time. You should discuss this with your treating clinician, the CAMH Health Records Department, or the CAMH Information and Privacy Office.

In some circumstances, the law says we can or must share your information with others without your consent. Some examples include:

- other health care providers in certain situations, for example, if you are being detained for assessment under the Mental Health Act
- the Children’s Aid Society if a child is suspected to be in danger
- the police or the courts where authorized, for example, in a legal proceeding
- the Ministry of Transportation if your health condition makes you unfit to drive

These scenarios are only some examples. For more information about the situations where your consent is and is not required, contact the CAMH Information and Privacy Office.

How to view, get a copy of, or correct your personal health information

You have a right to view and have a copy of your personal health information, with some limits and fees. You also have the right to ask us to correct information in your CAMH Health Record that is wrong or incomplete. To request access to your personal health information, contact the CAMH Health Records Department. If you need special accommodation due to a disability, please let us know how we can assist you or see our website www.camh.ca (Visiting CAMH/Accessibility) for more information.

How to make a privacy complaint

You can contact our Information and Privacy Office for any questions or concerns about privacy at CAMH or to submit a privacy complaint or to provide feedback about our privacy practices.

CAMH Health Records Department

100 Stokes Street, 7th Floor
Toronto, Ontario M6J 1H4
Phone: 416-535-8501 ext. 32318
Fax: 416-979-6934

CAMH Information and Privacy Office

100 Stokes Street
Bell Gateway Building
Toronto, Ontario M6J 1H4
Phone: 416-535-8501 ext. 33314
Email: privacy@camh.ca

If you are not satisfied with CAMH’s response to your privacy concerns, you can call or make a formal complaint to the Information and Privacy Commissioner of Ontario at 2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8. Phone: 416-326-3333 or toll free at 1-800-387-0073
Website: www.ipc.on.ca