

Our Commitment to Privacy

At Holland Bloorview Kids Rehabilitation Hospital, we are committed to protecting your privacy. We collect and use your health information to provide the best care possible. We ensure that all our staff and students understand the importance of protecting your privacy rights and fulfilling our obligations.

Holland Bloorview's Privacy Policy and procedures are guided by the Personal Health Information Protection Act of Ontario and all other applicable laws.

Why does Holland Bloorview collect health information?

We collect basic information including your name, address and date of birth so that we know who you are each time you visit. During your visits, we also collect information about tests, procedures, and other health care.

Sometimes, we ask other health-care organizations or health-care professionals for information about you, if we need it for your care at Holland Bloorview.

Your health record is updated each time you visit Holland Bloorview. This information is used by the health professionals and students involved in your care.

Who does Holland Bloorview share my health information with?

To ensure the best in client and family-centred care, Holland Bloorview may share information with:

- your next-of-kin (family member), legal representative, or a person you choose
- health professionals who referred you to Holland Bloorview and the people who help plan your discharge
- other health professionals who are part of your care
- health regulatory agencies (for example agencies that track hospital services)
- public authorities, as permitted or required by law (for example, child welfare to ensure the safety of our clients)
- agencies and business that make sure you get the special equipment and care you need, if you agree to it
- research teams at Holland Bloorview to help improve future care

We use your health information to:

Provide health-care services.

You will have tests and treatments when you visit Holland Bloorview. We keep a record of these activities for your medical care.

Make our health services better and more efficient.

For example, we may send you Client/Family Satisfaction Surveys to help us provide the best care possible.

Support Holland Bloorview's research programs.

Researchers working on studies approved by the Research Ethics Board may view your relevant health information. If you fit the criteria for a study, you may be contacted asking if you are interested in taking part.

Support Holland Bloorview's educational activities.

As a teaching hospital that trains new doctors, nurses, and other health-care professionals, students work with health-care teams under the guidance of qualified teachers.

Comply with legal requirements.

For example, we collect your health insurance number because it is needed to pay for health-care services.

Help us raise funds for Holland Bloorview.

Holland Bloorview Kids Rehabilitation Hospital Foundation is dedicated to raising money for Holland Bloorview to help pay for programs, services, equipment, research, and other client and family needs. The Foundation is only given your name and address and may send you mail from time to time. It does not buy, sell or trade donor lists.

To keep you informed of any important or interesting things happening at Holland Bloorview.

Can I remove my name from mailing lists?

You may have your name removed from fundraising, satisfaction surveys and newsletter mailing lists at any time by contacting Holland Bloorview's Privacy Officer.

How can I see/correct my health information?

You may ask to see your own information. If you want to correct any of your own information, contact Health Data Resources. Telephone: 416-425-6220 ext. 3423

Who do I contact for more information?

Holland Bloorview's Privacy Officer can tell you more about how we protect your health information. If you have questions or concerns, contact the Privacy Officer at:

Tel: 416-425-6220 ext. 3467 Toll Free: 800-363-2440 Email: privacy@hollandbloorview.ca

You have the right to complain to the Information and Privacy Commissioner of Ontario, if you have more questions or concerns, by calling:

Tel: 1-800-387-0073

Address: Information and Privacy Commissioner of Ontario
2 Bloor St East. Suite 1400, Toronto, ON M4W 1A8.

Internet: www.ipc.on.ca

Holland Bloorview Kids Rehabilitation Hospital is Canada's largest children's rehabilitation hospital, fully affiliated with the University of Toronto. We pioneer treatments, technologies, therapies and real-world programs that give children with disabilities the tools to participate fully in life. Every year, we see about 7,000 children with about 600 inpatient admissions and 58,000 outpatient visits.