



PRIVACY

Frequently Asked Questions

Can all Quinte Health Care Staff access my Personal Health Information?

Your personal health information is only accessible to the care team members involved in, or supporting, your treatment. Hospital staff is bound by a strict confidentiality agreement that they must sign as a condition of their employment

What if I don't want others to know I am in one of your facilities?

If you are admitted to any of the Quinte Health Care sites, we will confirm your admission and location to people who phone and ask about you while you are here, only. If you do not want us to release this information, please tell a staff member upon registration or within your care area.

Do I have the right to access my own Personal Health Information?

Yes. Please contact our Health Records Department at 613-969-7400 Ext. 2280. Fees may apply for this service.

Can I change the information on my health record?

You have the right to notify our Health Records Department if you believe information in your Health Record is inaccurate. Please call the hospital's Privacy Officer (see below) for further information.

Can I view someone else's information?

You are only allowed to view your own health information. A legally designated Substitute Decision Maker (SDM) for an incapable patient is also allowed to view that patient's health information.

Would QHC ask for my consent if my Personal Health Information were used for purposes other than the ones set out in the hospital's commitment to patient's regarding privacy?

QHC requires the expressed consent of patients before it collects, uses or shared personal health information for purposes not identified in the Privacy Commitment. However, such consent is not required if the collection, use or disclosure is mandated by legislation or a court order.

Does QHC use my Personal Health Information for Research?

Patients (or SDMs, if a patient is incapable) MUST give informed, voluntary consent if they are to be personally involved in any research study. A patient's expressed consent is NOT required for the use of his or anonymous personal health information in a research study If it is taken from their files or records. The Research Ethics Board (REB) for Quinte Health Care must approve any research conducted at the hospital that uses any patient information. It is the responsibility of the REB to ensure that researchers conduct their studies ethically and protect the confidentiality of the data they use.

Does my Personal Health Information leave QHC at any time?

There are some instances when the law requires the hospital to send your information to outside organizations. These organizations include the Ministry of Health, The Canadian Institute for Health Information, Public Health and Cancer Care Ontario. QHC protects the confidentiality of patients when transmitting any personal information to these organizations. For other mandatory disclosures, please contact the Privacy Officer.

Who can I speak with if I have concerns regarding breach of privacy and confidentiality?

You can contact the Privacy Officer at Quinte Health Care at (613) 969-7400 X2643 or by email at Privacy@qhc.on.ca. You can also lodge a complaint with the Privacy Commissioner of Ontario by calling the Commissioner's Office at (416) 326-333.

Is there a time limit within which an individual may complain?

An individual must file a complaint with the Privacy Commissioner within one year from when he/she becomes aware of the problem. For complaints dealing with access or correction, he/she must file a complaint within six months.