

# Information Practices

## County of Grey Long Term Care

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The County of Grey places a high value on the privacy, confidentiality and security of your personal health information. This pamphlet outlines our principles which are based on ten internationally recognized privacy standards.

### Principle 1 Accountability

The County of Grey is accountable for the personal health information of residents and has assigned accountability to manage and monitor privacy issues.

### Principle 2 Identifying Purposes

At or before the time we collect your personal health information, we are required to explain to you why this information is being collected. The information may be required for your care, to administer programs, services, conduct quality improvement and risk management activities, for teaching, fundraising, statistics, obtain payment for your treatment and care or to comply with legal requirements.

### Principle 3 Consent

Your consent, which can be either express or implied, is required for the collection, use and disclosure of your personal health information, unless the law permits otherwise.

### Principle 4 Limiting Collection

The County of Grey limits the collection of personal health information by ensuring you are only asked for necessary information

### Principle 5 Limiting Use, Disclosure and Retention

Personal health information will not be used or disclosed for purposes other than that for which it was collected, except with your consent, or as required by law. If the County of Grey uses your personal information for a new purpose, we will document this purpose and notify you.

## Principle 6 Accuracy

The County of Grey ensures that your personal health information is accurate, complete and up-to-date as is necessary for the purposes for which it is to be used. This minimizes the possibility of incomplete or incorrect information being used.

## Principle 7 Safeguards

The County of Grey has appropriate security measures and safeguards in place to protect your personal health information.

## Principle 8 Openness

The County of Grey's information practices and complaint processes are posted on our website, and posted in public areas of each home. This information can also be obtained by contacting the Administrator.

## Principle 9 Patient Access & Correction to Personal Health Information

You have the right to request access to your health records and, once given access, you also have the right to request a correction to that record if you believe that it is inaccurate or incorrect and provide the proof to correct it.

## Principle 10 Challenging Compliance

If you have issues with our privacy practices, you can address your concerns to the Administrator of the Home.

Or you may contact:

Lynne Johnson, Director of Long-Term Care  
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Tel: 519-372-0219 ext. 2126  
Email: [lynne.johnson@grey.ca](mailto:lynne.johnson@grey.ca)  
[www.grey.ca](http://www.grey.ca)

The Information Privacy Commissioner/Ontario  
2 Bloor Street East, Suite 1400, Toronto ON M4W 1A8  
Tel: 416-326-3333  
Email: [commissioner@ipc.on.ca](mailto:commissioner@ipc.on.ca)  
[Information Privacy Commissioner of Ontario \(www.ipc.on.ca\)](http://www.ipc.on.ca)

As per the requirements under the Personal Health Information Protection Act, 2004