

Hospice Muskoka recognizes that the information of our patients, employees, members, clients, donors, and other stakeholders deserves to be treated with respect and sensitivity.

We value the trust of those with whom we deal, and of the public, and recognize that maintaining this trust requires that we safeguard the information you choose to share with us.

Hospice Muskoka provides care, health services and supports to clients in various programs. To meet clients' needs, and provide effective care and service, Hospice Muskoka collects, uses and discloses personal health information (PHI). Hospice Muskoka is a health information custodian, as defined in the Personal Health Information Protection Act, 2004 (PHIPA) and is accountable for the protection of clients' personal health information. In addition, all other fundraising and communications activities involving personal information are kept in compliance with the Freedom of Information and Protection of Privacy Act (FIPPA).

Hospice Muskoka is part of a Meditech Expanse partnership. Hospice Muskoka shares an Electronic Medical Record (EMR) with three local hospitals and four local hospices. Partner sites include Collingwood General & Marine Hospital, Georgian Bay General Hospital, Headwaters Healthcare Centre, Hospice Georgian Triangle, Hospice Huronia, Hospice Muskoka, Hospice Simcoe and Royal Victoria Regional Health Centre. You can read the HINP statement [here](#).

## ACCESS, COLLECTION, USE AND DISCLOSURE

### Access

Your personal health information belongs to you and as a custodian of that information, we hold it in trust for you. You have the right to;

- Have your personal health information kept confidential, with limited exceptions;
- Access your personal health information, with limited exceptions;
- Request a correction of incomplete or inaccurate information contained within your health record

Should you wish to request a copy of your personal health information, or request to have personal health information corrected, you must make a formal written request and mail or deliver it to:

**Hospice Muskoka  
16 West Street  
Port Carling, ON P0B 1J0**

**ATTN:** Executive Director

### **Collection, Use and Disclosure**

Hospice Muskoka needs to collect, use and disclose personal health information (PHI). We collect your personal health information under the authority of the Personal Health Information Protection Act, 2004 (PHIPA). We may collect this information directly from you or someone with the legal authority to consent for you. We will only collect as much information as is necessary to meet the purpose of the collection.

We are committed to collecting, using and disclosing personal information and personal health information responsibly and only to the extent necessary for the services we provide.

In accordance with PHIPA, we use this information to:

- Treat and care for you
- Provide services to you
- Fundraise for Hospice programs and services
- Update you of upcoming events, activities and programs
- Coordinate your care with your other health care providers
- Deliver and evaluate our programs
- Plan, administer and manage our internal operations
- Be paid or process, monitor, verify or reimburse claims for payment
- Conduct quality improvement activities
- Educate our staff and students
- Conduct research (subject to Administrator and Research Ethics Board (REB) approval)
- Compile statistics
- Allow for the analysis, administration and management of the health system
- Fulfill other purposes permitted or required by law

## DONOR INFORMATION

All information concerning donors or prospective donors, including their names, addresses and telephone numbers, the name of their beneficiaries, the amount of their gift, etc., shall be kept strictly confidential by the Hospice, its staff and volunteers, unless permission is obtained from donors to release such information.

Hospice Muskoka is committed to respecting the privacy of its donors. The types of donor information that Hospice Muskoka collects and maintains are as follows:

- Contact information: name, address, telephone number and email address
- Giving information: information on events attended, publications received and special requests for program information
- Information provided by the donor in the form of comments and suggestions

Hospice Muskoka will not share donors' names, addresses or any other personal information with any third party unless consent has been obtained. Information collected is used to keep donors and communities informed and encourage continued support for upcoming events, fundraising opportunities and campaigns that supports the work of the Hospice.

## PRIVACY PRACTICES AND GUIDING PRINCIPLES

Hospice Muskoka takes measures to ensure the integrity of personal and health information is maintained. Hospice Muskoka retains personal information and personal health information for the time period required to fulfil the purposes for which the information was collected or as authorized or required by PHIPA.

Privacy training is provided to staff, volunteers, and students in accordance with legislative and professional practice standards. All staff, volunteers, and students sign an agreement annually that they will uphold Hospice Muskoka privacy and confidentiality policies and for the containment, resolution, and investigation of privacy and security incidents within the organization. With regard to its privacy and confidentiality practices, Hospice will respond in a timely manner to potential breaches, inquiries, and complaints.

When you visit our website, contact us, participate in one of our programs, become a client, or make a donation to support our activities, we are committed to protecting your privacy rights and your personal information. We value your trust and recognize that maintaining this trust requires that we be open and accountable in our treatment of the personal information that you choose to share with us. We do not trade, rent or sell the names of the people we serve or our valued supporters.

**FOR MORE INFORMATION**

Questions, comments and concerns regarding the handling of personal information may be directed in writing to the Executive Director at Hospice via the contact information listed above.

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario.

**The Commissioner can be reached at:**

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8

1-800-387-0073

1-416-325-9195 (fax)

or visit the IPC website via [www.ipc.on.ca](http://www.ipc.on.ca)