

## Who can I contact?

If you have questions, you may call our Access and Privacy Office at (709) 777-8025 or visit our website at: [www.easternhealth.ca](http://www.easternhealth.ca)

You may also reach us by email: [privacy@easternhealth.ca](mailto:privacy@easternhealth.ca)

PRIVACY AND  
CONFIDENTIALITY...

Your right. Our responsibility.

We are committed to keeping all information about individuals and families confidential.

As part of our ongoing commitment, we want you to know why we ask for your personal information, how we use and protect it, and how you can ask about your information.

To correct your address or contact information, please bring a piece of identification with you on your next visit and ask to have your contact information updated.

For access to or correction of your personal health record please contact:

Health Information Services and Informatics  
(709) 752-3974

### Hours to Call:

8:30 a.m. - 4:30 p.m., Monday - Friday

*The Information and Privacy Commissioner of Newfoundland and Labrador is responsible for making sure that privacy law is followed. For more information about your privacy rights, or if you are not able to resolve a problem directly with our organization and wish to make a complaint, contact: Office of the Information and Privacy Commissioner, P.O. Box 13004, Station A, 34 Pippy Place, St. John's, NL A1B 3V8; Tel: (709) 729-6309; Toll-free: 1-877-729-6309; Fax: (709) 729-6309; Web: [www.oipc.nl.ca](http://www.oipc.nl.ca).*

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## The personal information we collect

- Information that identifies you such as your name, address, date of birth, MCP number.
- Your care needs in order to identify and plan services with you.
- Information about the services you receive.

## Your personal information comes from

- Directly from you (our client).
- Other departments within the organization.
- Other organizations that refer you to us for services.
- Other health and community professionals when it is required by law that information be reported, for example infectious diseases.
- Other sources, with your consent.

## We collect your personal information

- To correctly identify you as the person needing our services.
- To be able to contact you when necessary.
- To identify your needs so that we may provide services to meet your needs.
- To plan and manage our services.
- To meet legal requirements for reporting to government.
- To conduct approved research.

## Sharing Your Personal Information

Our staff work together as a team to provide you with services. This may mean that some of your information may be shared amongst the team members in your 'circle of care' to make sure you get the best possible service.

We take seriously our duty to keep your information private. It will only be released when you give us approval to do so or when we are required or permitted by law.

Eastern Health is part of a larger provincial health care system. Therefore, information such as your name, address, date of birth and MCP number will be shared with the province-wide Client Registry. This will keep your information correct.

Information may also be shared for health system management and planning, to obtain payment for health services, and for research. All health research projects involving personal health information must be approved by a Research Ethics Board.

## Protecting Your Personal Health Information

Eastern Health has policies, procedures, and safeguards in place to make sure your information is protected from being lost or shared without your permission.

Professional staff are guided by their *professional codes of ethics* and all have signed confidentiality pledges.

Your information is also protected through our policies and procedures and the use of:

- Secure locks on file cabinets and doors.
- Limited access to records and work locations by approved employees only.
- Passwords for computers.

## Your rights

You have the right to:

- Know what information we have about you in our records.
- Review and obtain a copy of your records (applicable fees apply).
- Know who has access to your records and for what reason.
- Correct or add information to your record.
- Be informed of our information policies and talk to us about them.
- Provide feedback, if you feel we are not following our policies, or have concerns you wish to be heard.
- Ask us not to share your personal health information with certain health care providers- we will not share this information unless permitted or required by law to do so.
- Change your mind about sharing your information.
- Be told if your personal health information is stolen, lost or improperly accessed.

## In Summary

We take our responsibility to protect the security and confidentiality of your personal information very seriously.

If we identify any concerns with the security or accuracy of your information, we will contact you.



**Your right. Our responsibility.**

