



# NORFOLK

## FAMILY HEALTH TEAM

*Your well-being is our Primary care*

### **STATEMENT OF PRIVACY PRACTICES**

The Norfolk Family Health Team (Norfolk FHT) collects, uses, and discloses personal health information (PHI) in our efforts to provide quality health care and services. We recognize our responsibility to protect such information in accordance with the Personal Health Information Protection Act (2004). Our policies and procedures for protecting your personal health information are based on the following ten principles:

#### **Identifying Purpose**

Norfolk FHT's purposes for collecting PHI include, but are not limited to, providing direct care, administration and management, teaching, statistics and other activities required in order to comply with legal and regulatory requirements. PHI is collected discriminately and is limited to the amount and type of information necessary to provide care/services.

#### **Consent**

Norfolk FHT relies on implied consent to deliver care and services by virtue of a patient taking the steps to seek our services. Patients may withhold, withdraw or place a restriction on his/her consent. Patients are advised to discuss this with their physician prior to making a decision to do so.

#### **Limiting Collection**

Norfolk FHT limits the collection of PHI to that which is necessary to provide care/services.

#### **Use, Disclosure and Retention**

Norfolk FHT will not use or disclose PHI for purposes beyond what the patient has agreed to, unless otherwise permitted or required by law. Information sharing with others within the circle of care (e.g. physicians, locum physicians, consultants, nurse practitioners, registered nurses, social worker, support staff, students, pharmacists, laboratory services, diagnostic and treatment services and the hospital) occurs within the boundary of implied consent on a need-to-know basis. The disclosure of information to others (e.g. other agencies, third parties) is done by verbal or written consent. Personal health information is retained as per professional and legal requirements.

**Accountability**

Norfolk FHT is prepared to respond to any concerns or inquiries relative to its privacy practices and requests for access or correction of records. Please direct your inquiries to your family physician or any team member.

**Accuracy**

Norfolk FHT recognizes its responsibility to ensure that PHI is as accurate, complete and current as possible.

**Safeguards**

Norfolk FHT has taken the necessary measures to ensure that PHI is protected by safeguards and retention protocols appropriate to the sensitivity of the information.

**Openness**

Norfolk FHT is prepared to provide patients with information about policies, procedures and practices relating to the management of PHI including what information is collected, used, disclose and retained by the team.

**Individual Access**

Norfolk FHT is prepared to make patient information available when doing so does not pose harm to the patient or others. Patients are able to challenge the accuracy and completeness of the information, and have it amended as appropriate.

**Challenging Compliance**

Norfolk FHT is prepared to address challenges concerning compliance with any of the above principles. Concerns may be directed to:

Robin Mackie,  
Executive Director/Privacy Officer,  
Norfolk FHT at: (519) 582-2323 ext. 239.

Source: AFHTO website: HR, Privacy and Confidentiality Policies