



BRENTWOOD
People helping people find recovery

Statement of Information Practices

We value our clients at Brentwood Recovery Home (BRH) and aim to provide you the best possible health care, while protecting the confidentiality and security of your personal health information.

What is personal health information?

Personal health information is all the information that we collect about you, such as your name, date of birth, address, health and health history. It includes information about your physical and mental condition, and health care services provided to you over time.

Why do we collect your personal health information?

BRH collects personal health information from you to provide you care and services. With your consent or as law permits, personal health information may be collected from other sources to support your care. We use this information to evaluate, plan and manage our health care services. We collect only as much information as we need to provide you with quality health care and to meet our legal requirements.

What will BRH do with my information?

To provide quality services to you and meet your identified needs, your information may be shared amongst the multidisciplinary team of staff and students providing you with care. We may also share information about you with health professionals outside BRH, when we make a referral for you to a specialist or when you request service from another professional, such as a pharmacist.

Uses and Disclosures of Personal Health Information

Your signed consent with BRH permits us to use and disclose all or parts of your personal health information to:

- Assist or provide health care
- Plan, administer and manage our internal operations
- Arrange referrals
- Conduct quality improvement, professional development activities and accreditation review process
- Teach staff, volunteers and students within BRH
- Statistics for programming, surveillance or research (personal information not used, generic data only)
- Arrange payment for your treatment and care (from the Ministry of Health, OHIP, your private insurer or others)
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law and
- Fundraise to improve healthcare services, subject to prescribed regulations/restrictions

Disclosures beyond those mentioned above will require your express consent authorizing BRH to do so.



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How can you access your personal health information?

In general, each client has the right to see and correct his/her personal health information. You can do this by giving us a written request. You will be able to see your information within 30 days of your request. A fee for access may be required, please see our fee guide for details.

What rights do you have regarding your personal health information? The choice to share your personal health information is yours, however, withholding information may limit our ability to meet your needs. You can also control some of the uses and disclosure of your information within certain legal limits. For details ask our Privacy Officer.

How we protect your Privacy?

We treat your personal health information with respect and sensitivity in accordance with the Ontario Personal Health Information Protection Act (PHIPA) and all other applicable laws. We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. We conduct audits and investigations to monitor and manage our privacy compliance. We take steps to ensure that everyone who performs services for us protects your privacy.

How can you get additional information about our practices and your rights?

If you ask, we can give you a copy of our policies and practices regarding the handling of your personal health information (within a few weeks). If you have questions or concerns about our privacy practices, you can speak to our privacy contact person: Ian Owen, 519-946-3119 or email iowen@brentwoodrecovery.com

The Ontario Personal Health Information Protection Act requires us to have clear policies and practices on personal health information and to post this statement. You have the right to complain to the Information and Privacy Commissioner of Ontario if you think your rights have been violated. The Commissioner can be reached at:

Information and Privacy Commissioner of
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Toronto, Ontario
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