

## Who Can I Contact?

If you would like to access or make corrections to your personal health record, please contact:

Information Security and Privacy Office  
(709) 752-3974  
Monday- Friday  
8:30 a.m. – 4:30 p.m.

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

Eastern Health is committed to keeping all information about client, patients, and residents 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 view your own health information.

If you have questions about Eastern Health's privacy policy, or how we protect your personal health information, please contact the Information Security and Privacy Office:

(709) 777-8025  
privacy@easternhealth.ca  
or visit our website:  
**[www.easternhealth.ca/OurServices](http://www.easternhealth.ca/OurServices)**  
and select 'Privacy and Confidentiality.'

*The Information and Privacy Commissioner of Newfoundland 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 Eastern Health and wish to make a formal complaint, contact: Office of the Information and Privacy Commissioner, 3rd Floor, 2 Canada Drive, Sir Brian Dunfield Building, P.O. Box 13004, Station 'A,' St. John's, NL, A1B 3V8, Tel. (709) 729-6309 E-mail: commissioner@oipc.nl.ca.*

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## Our Privacy Commitment to You

**PRIVACY AND  
CONFIDENTIALITY...**

**Your right. Our responsibility.**

QUESTIONS?

# Protecting Your Privacy



## What Personal Information Do We Collect?

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

## Where Does Your Personal Information Come From?

- Directly from you (client/patient/resident).
- Other departments within Eastern Health.
- Other organizations that refer you to us for services (for example, your family doctor or another health authority).
- Other health and community professionals when it is required by law that information be reported, for example infectious diseases.

## Why Do We Collect Your Personal Information?

- To correctly identify you as the person needing Eastern Health Services.
- To contact you when necessary.
- To identify your needs so that we may provide services to meet those needs.
- To better plan and manage our services.
- To meet legal requirements for reporting to government.
- To conduct research that has been approved by an appropriate research ethics board/body.



## Sharing Your Personal Information

Eastern Health staff work together as a team to provide you with services. This means that some of your personal information may be shared amongst the team members in your 'circle of care' to ensure you get the best possible service.

The duty to keep your information private is taken very seriously by Eastern Health. 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. Information such as your name, address, date of birth, and MCP will be shared with the province-wide Client Database. This is to ensure your information is up to date. For example, if you were to visit Eastern and Western Health for services, this information would be shared between the two health authorities. Information may be shared for health system management and planning, to obtain payment for health services, and for approved research.

## 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 staff are required to sign a confidentiality oath and do personal health information training.

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 employees.
- Passwords for computers.
- Encrypted devices.

## Your Rights

You have the right to:

- Know what information Eastern Health has about you in our records.
- Review and obtain a copy of your records (applicable fees may apply).
- Know who has access to your records and for what reason.
- Request an audit of your Electronic Health Record.
- 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 if you have concerns you wish to share.
- Ask us not to share your personal health information with certain providers. We will not share this information unless we are permitted or required by law.
- Ask us not to share your information where you had previously given us consent.
- Be informed if your personal health information is stolen, lost, or improperly accessed.

## In Summary

Eastern Health takes the responsibility of protecting the security and confidentiality of your personal health information very seriously.

If Eastern Health identifies any concerns with the security or accuracy of your personal information, we will contact you.

Eastern Health is bound by the Personal Health Information Act (PHIA) and the Access to Information and Protection of Privacy Act (ATIPPA).