

STATEMENT REGARDING THE COLLECTION, USE AND DISCLOSURE OF PERSONAL HEALTH INFORMATION

The protection of personal health information (PHI) is an important part of the Centre Labelle Centre (CLC)'s philosophy. The CLC and its employees commit to respecting and protecting the clients' PHI and to conform to the *Personal Health Information Protection Act* (2004). PHI is any information regarding your health or your child's health. We collect (directly and indirectly), use and disclose PHI only when necessary to assure the delivery of our services.

The CLC collects, uses and releases PHI for the following reasons:

- To offer mental health services (including psychological services, psychotherapy, counselling, professional consultation and supervision);
- To prevent harm and respond to emergency situations;
- To maintain a high quality of services and to conduct research;
- To obtain payment for our services; and
- To conform to external rules and legislation.

This document aims to inform you of your rights regarding access to personal information and of our practices regarding the collection, use and disclosure of PHI. Do not hesitate to contact our office for any additional information regarding our specific practices.

1. At any time, you can withhold or withdraw your consent.
2. You have access to the file as allowed by the *Personal Health Information Act, 2004*. You also have the right to request a rectification of PHI if they are incorrect or incomplete. In some circumstances, the rectification will not take place and a reason will be explained. With this said, the psychometrist, psychologist or counsellor have the right to include statements that reflect their professional opinion.
3. All PHI will remain confidential with the exception of the situations described in this present document and as allowed by legislation. Sharing PHI is justified in the following situations:
 - a. in circumstances of threats of suicide or serious bodily harm;
 - b. following a court order or subpoena;
 - c. mistreatment of children or adolescents;
 - d. mistreatment of persons in a retirement home or long term care home;
 - e. sexual abuse of a patient by a regulated health professional.
4. In certain cases, the psychometrist, the psychologist or the counsellor may want to work remotely and/or may need to travel outside of the region to complete their work. In order to

continue their work, this person would need to move your file (or your child's file) outside of the office. Your express consent is required for this practice. If this is not suitable for you, please inform us and an adapted solution will be suggested.

5. In the circumstances of your PHI being stolen, lost or consulted without authorization, you will be informed as soon as possible.
6. If you are paying for the service, our finance department will receive the payment as well as any copies of invoices or receipts. The finance department is bound to respect the obligation of confidentiality, but if this practice is not suitable for you, please inform us and an adapted solution will be suggested.
7. We participate in non-nominative consultations in order to ensure quality services. i.e., we do not share identifying information. If you are not comfortable with this, please advise your clinician.

For more information on the Centre Labelle Centre's practices or to file a complaint, please contact Kayla Savard (705-335-5588 ext. 312 or kayla_savard@uhearst.ca). We will address every question or concern as soon as possible. If your concern is justified, we will take all appropriate and necessary measures. For any further action, please contact the Information and Privacy Commissioner of Ontario at the following address:

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