

Your Personal Health Information

Your Personal Health Information (PHI) is important in allowing us to provide you with better services. Often times that information is used when performing assessments to determine your health service and support needs.



The Ontario Ministry of Health and Long-Term Care has developed an assessment called the Ontario Common Assessment of Need (OCAN). The goal is to standardize the assessment process across the province of Ontario. CMHA will use this assessment to assess the needs of client and assist with care planning.

Your assessment will include details on:

- Your physical and mental health
- Your personal health history
- Current supports and services
- Needed supports and services

Sharing Your PHI

With your permission, we also share your assessment information with other health service providers who may provide you with current or future support. We use a secure electronic sharing system to share your health information with other health service providers. This allows them to view the information they need to provide you with the services you need.

If you have agreed to share your PHI, the information in your assessment will be used to:

- Provide quality health support and services
- Ensure your provider has the most up-to-date and complete record of your health history and needs
- Help us pinpoint gaps or overlaps in services so we can provide services where they are most needed
- Make sure everyone is getting the right community support and services for their needs



Privacy and Security of Your Information

The personal health information collected in your assessment belongs to you. The privacy and protection of your PHI is a paramount concern. In the assessment process, we only collect the health information we need in order to determine your service and support needs. This information cannot be used for any other purposes without your express consent.

- Your health information is kept in a secure and well-protected place
- Information is stored and/or disposed of in accordance with legislative requirements
- Your health information will only be viewed by authorized people who are involved in delivering your services
- All health services providers have signed contracts that require them to keep your information confidential and safe
- When a person views your information, it is recorded in a log, which is reviewed regularly to ensure no unauthorized access has taken place
- We will investigate any suspected breach or unauthorized access to your personal health information

Your Privacy Choices

Please speak to your usual care provider or our Privacy Officer, if you want to:

See your own assessment: You can request a copy of your assessment at any time.

Correct your own assessment: You can ask to have information in your assessment corrected or updated.

Opt-Out: You may choose not to share your information with other health service providers. Making this choice means that you may need to answer these questions about yourself again when you encounter the other health service providers. Choosing to share means you may not have to take the time to re-tell your story because the information you share with us will be easily accessible by our partner organizations allowing for more efficient health care service for you as you transition from one health care provider to another.



More Information About Your Privacy

If you would like to know more about how your personal health information is handled and shared with our partner organizations, or if you have other privacy-related questions or concerns, please contact our Privacy Officer. She will be happy to answer any questions you might have.

Chief Privacy Officer
CMHA Windsor Essex County Branch
1400 Windsor Ave.
Windsor ON N8X 3L9
519-255-9940

If you have any issues or concerns about how your health information is being handled, you have the right to contact the *Information and Privacy Commissioner of Ontario* at the contact information provided below:

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 416-326-3333
or, 1-800-387-0073
Online: <http://www.ipc.on.ca>

If you need additional information about sharing Your assessment or you wish to withdraw or reinstate your consent please contact the

Consent Call Centre at
1-855-585-5279

Privacy and Your Assessment



A Guide to the Collection, Use and Sharing of Your Personal Health Information



Canadian Mental Health Association
Windsor-Essex County