



privacy

trellis
 MENTAL HEALTH AND DEVELOPMENTAL SERVICES
enhancing wellness, enriching lives

understanding our program

WE ARE COMMITTED TO PROTECTING YOUR PRIVACY

As an individual who receives services at any of the Trellis sites, your personal health information is your name, date of birth, address, health history and records of your visits and is essential to your care team. It allows us to provide you with the best possible care. We value the importance of treating your personal health information with respect and sensitivity.

We work as part of a team (within Trellis and with service providers in the community). Health information is shared between the team members as needed, including your family physician and other involved community service providers (Circle of Care). You can request that your information not be shared.

Our privacy program is designed to regulate how we collect, use, disclose, retain, and protect your personal health information. We believe it is important for you to know about this process. All information can be collected and shared *only* if the client has provided express consent or under very special circumstances. Trellis' policy and procedures are developed within best practice guidelines as per the Canadian Standards Association Privacy Codes found in the Personal Health Information and Privacy Act (PHIPA-2004). Trellis will apply CSA Model Privacy Code to all information it collects, uses, and discloses as it applies to staff, volunteers and students.

If you have any questions, please call our Privacy Officer at (519) 821-2060 Ext. 230 or email privacy@trellis.on.ca

WHY WE COLLECT YOUR PERSONAL HEALTH INFORMATION (PHI)

Your verbal, written and electronic personal health information is collected, used, disclosed and retained to provide service to you and your family to support the administration of health care services, for the purpose of conducting research and collecting statistics, to comply with legal and regulatory requirements, and for teaching purposes. Your express consent will be required for any other purpose.

HOW WE USE YOUR PHI

- To find your record quickly and accurately each time you visit Trellis.
- To provide you with effective services and the most appropriate treatment. This may include sharing your information with other health care facilities involved in providing treatment to you.
- To comply with legal and regulatory requirements. For example, we collect your health card number as it is required for the processing and funding of your health care services.
- To support research projects approved by a Research Ethics Board.
- To improve quality and efficiency. For instance, your personal health information could be used to support the agency's educational activities.

YOUR PHI RIGHTS

- You give permission (consent) to how your personal health information is collected, used and shared.



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- Access this information.
- Make corrections to your records.
- You have the right to withdraw consent at any time, except in specific instances where the law requires the information to be disclosed.

WHEN WE DISCLOSE YOUR PHI

- In some cases we may share your personal health information with parties other than yourself.
- It may be necessary to disclose your personal health information to someone that you have designated to act on your behalf. For example, your substitute decision maker.
- A public authority, where required by law, for example, the Medical Officer of Health or Family and Child Services or the Worker's Safety Insurance Board.
- A health regulatory agency, if health regulations or laws require personal health information. For example, we are required to provide personal health information for billing, statistical reporting, and health care management purposes.
- All Trellis staff are required to sign a Pledge of Confidentiality and this remains in effect if/when they no longer work at Trellis; periodic audits are performed to monitor inappropriate access.
- Any third party provided you have consented to the disclosure (e.g. your insurance company).
- All PHI printed documents are required to be logged to determine, who, why and where the details of the request came from.

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