

COUNTRY ROADS COMMUNITY HEALTH CENTRE

PRIVACY STATEMENT

We value the trust that our clients place in us.

The collection of personal health information is fundamental to the provision of quality services and programs offered through Country Roads Community Health Centre (CRCHC). All CRCHC staff, students and volunteers are committed to upholding our policies to safeguard all personal health information, whether it is written, verbal, or electronic.

Country Roads Community Health Centre may use your personal health information in a number of ways:

- To **provide** you with health care services and programs
- To help us **plan** services and programs
- To **evaluate** quality of care
- To **contact** you regarding upcoming events.

Every client (or his or her legally authorized representative) signs a consent that describes how we use your personal health information. An individual may withdraw consent at any time; however, this could impact our ability to provide care. There are some situations where Country Roads Community Health Centre is required by law to disclose information without your consent and we will comply with these situations.

Every client has the right to request access to his or her personal health information. This request must be made in writing. Country Roads Community Health Centre will respond to these requests in a reasonable time.

You can request additional information about our policies and practices related to the management of personal health information.

If you have a concern regarding the privacy of your personal health information, please ask to speak with our Privacy Officer, Marty Crapper by calling 613-272-3302 ext 242

You may also contact the Information and privacy Commissioner, Ontario with any concerns by calling 1-800-387-0073 or on-line at www.ipc.on.ca

