



## Regional Clinical Viewer (ClinicalConnect™) STATEMENT OF INFORMATION PRACTICES

### Viewing Personal Health Information in ClinicalConnect

ClinicalConnect is a secure online web portal that provides physicians and clinicians with real-time access to their patients' electronic medical information from regional hospitals, Community Care Access Centres (CCACs) and Oncology Centres. ClinicalConnect is a fundamental tool in bridging the gap between disparate information systems spanning a wide geographical area and multiple regional health care facilities. ClinicalConnect pulls patient information in real-time from Participant Organizations' hospital information systems. Patients' personal health information is only viewable in ClinicalConnect by healthcare providers within your circle of care and all accesses are secure and subject to audit.

All personal health information viewed, used and disclosed via ClinicalConnect is subject to the *Personal Health Information Protection Act, 2004 (PHIPA)*. Each Participant Organization that has access to ClinicalConnect is a "health information custodian" under PHIPA and is required to have privacy and security policies, procedures and training programs in place.

### How Does ClinicalConnect Benefit You as a Patient?

- Your healthcare providers have immediate access to your essential personal health information
- Reduces duplication of tests and procedures, saving time, discomfort and cost
- Improves the transfer of your care between your healthcare providers and other healthcare organizations
- Provides secure and private access to accurate personal health information
- Reduces duplication of documentation in your healthcare information
- Improves coordination of your care
- Increases patient safety and the quality of your care

### Uses and Disclosures of Personal Health Information

Your personal health information viewed, used and disclosed via ClinicalConnect is only used to provide you with healthcare, or to assist in providing you with healthcare, and for no other purpose.

For a list of healthcare organizations that contribute and/or consume personal health information, please visit: <http://info.clinicalconnect.ca/CC/get-connected/about-clinicalconnect/authorized-users/>.

To see a summary of the types of data that is available in ClinicalConnect, please visit: <http://info.clinicalconnect.ca/CC/integration>.

### Your Choices

It is your right to withdraw your consent to have your personal health information viewed, used and disclosed via ClinicalConnect. You may access and correct your personal health information at any time.

Please contact the Privacy Office of the healthcare organization that contributed your personal health information for viewing in ClinicalConnect for more information on accessing, correcting or withdrawing your personal health information in ClinicalConnect.

If you require assistance in determining which healthcare organization contributed your personal health information for viewing in ClinicalConnect, please contact the ClinicalConnect Program Office.

### Important Information

- ClinicalConnect data is securely encrypted and access is available to hospitals, healthcare facilities, and providers involved in the "circle of care".
- All access to ClinicalConnect is tracked and logged with ongoing auditing managed by Privacy Contacts.
- Privacy and security policies, controls, procedures and training programs serve to protect patient information.
- ClinicalConnect Privacy Contacts and Privacy Committee Members span all Local Health Integration Networks (LHINs) with Participant Organizations.

## How to Contact the ClinicalConnect Program Office

*For more information about ClinicalConnect privacy practices or to raise a concern you have with our practices, please contact us:*

### ClinicalConnect Program Office

HITS eHealth Office, Hamilton Health Sciences  
293 Wellington St. North, Hamilton, Ontario L8L 8E7  
Attn: eHealth Privacy Specialist  
Tel: 905-577-8270 ext. 9  
Fax: 905-577-8260  
E-mail: [privacy@clinicalconnect.ca](mailto:privacy@clinicalconnect.ca)  
Website: <http://info.clinicalconnect.ca>

*You have the right to contact the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:*

### Information & Privacy Commissioner/Ontario

2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
Tel: 1-800-387-0073  
Fax: 416-325-9195  
Website: [www.ipc.on.ca](http://www.ipc.on.ca)