

ClinicalConnect™: Regional Clinical Viewer for South West Ontario 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, Local Health Integration Networks' Home & Community Care Support Services and Oncology Centres, plus various provincial data repositories. 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 certain Participant Organizations' health information systems. Patients' personal health information is only viewable in ClinicalConnect by health care providers within their "circle of care" and all accesses are secure and auditable.

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 health care 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 health care providers and other health care organizations
- Provides secure and private access to accurate personal health information
- Reduces duplication of documentation in your health care 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 health care, or to assist in providing you with health care, and for no other purpose
- To see a list of health care organizations that contribute and/or consume personal health information in ClinicalConnect, please visit: <https://info.clinicalconnect.ca/CC/healthcare/participants>
- To see a summary of the types of data that is available in ClinicalConnect, please visit: <https://info.clinicalconnect.ca/CC/healthcare/data-integrations>

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 health care 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 health care 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, health care facilities, and providers involved in the “circle of care”
- All access to ClinicalConnect is tracked and logged with ongoing auditing managed by each Participant Organization’s Privacy Contact
- Privacy and security policies, controls, procedures and training programs serve to protect patient information
- ClinicalConnect Privacy Contacts and Privacy Advisory 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 at Hamilton Health Sciences
Attn: eHealth Privacy Specialist
293 Wellington St. North, Suite 108
Hamilton, ON L8L 8E7

Email: privacy@clinicalconnect.ca

Tel: 905-577-8270 ext. 9

Fax: 905-577-8260

Website: <https://info.clinicalconnect.ca>

The Information and Privacy Commissioner of Ontario is responsible for making sure that privacy law is followed in Ontario. For more information about your privacy rights, or if you are unable to resolve an issue directly with our office and wish to make a complaint, contact:

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8

Email: info@ipc.on.ca

Toll Free: 1-800-387-0073

TDD/TTY: 416-325-7539

Website: www.ipc.on.ca