

## Contact Information for Privacy-Related Inquiries & Requests

The table below can be used to triage privacy-related inquiries and requests in accordance with the ClinicalConnect Privacy Policies.

Who to contact is determined by the source of the personal health information (PHI) viewable in ClinicalConnect: a HIC Participant Organization or a provincial data repository.

PHI Contributed by a Health Information Custodian (HIC) that is a ClinicalConnect Participant Organization	Type of Inquiry / Request	Who to Contact	Contact Information
If not able to determine who the HIC is, contact the <b>ClinicalConnect Program Office</b> or refer the individual to the <b>ClinicalConnect Program Office</b> . For a list of Participant Organizations that contribute data to ClinicalConnect, visit <a href="https://info.clinicalconnect.ca/CC/healthcare/participants">https://info.clinicalconnect.ca/CC/healthcare/participants</a>			
<b>PHI originally collected and contributed to ClinicalConnect <u>by one HIC Participant Organization</u></b> (e.g. a South West Ontario hospital or a LHIN for Home & Community Care (HCC) data (formerly CCACs))	Access/Correction Consent Directive Inquiry/Complaint	Refer individual to the <b>Privacy Office of the HIC</b> that originally collected and contributed PHI to ClinicalConnect	Contact HIC directly.  Contact <b>ClinicalConnect Program Office</b> if assistance is required.
<b>PHI originally collected and contributed to ClinicalConnect <u>by more than one HIC Participant Organization</u></b>	Access/Correction Consent Directive Inquiry/Complaint	<b>ClinicalConnect Program Office</b>	293 Wellington St. N., Suite 108 Hamilton, ON L8L 8E7 <a href="mailto:privacy@clinicalconnect.ca">privacy@clinicalconnect.ca</a> 905-577-8270 ext. 9
PHI Contributed by Provincial Data Repositories	Type of Inquiry / Request	Who to Contact	Contact Information
<b>Digital Health Drug Repository (DHDR)</b> – publicly-funded drugs, pharmacy services, and controlled and monitored substances	Access/Correction Consent Directive Inquiry/Complaint	Refer individual to <b>ServiceOntario INFOline</b>	Toll Free: 1-800-291-1405 TTY: 1-800-387-5559
<b>Ontario Laboratories Information System (OLIS)</b> – Community lab results	Access/Correction Inquiry/Complaint	Refer individual to <b>Freedom of Information &amp; Privacy Coordinator, Access and Privacy Office, Ministry of Health and Long-Term Care</b>	99 Adesso Drive, 1st Floor Concord, ON L4K 3C7 <a href="mailto:generalapo@ontario.ca">generalapo@ontario.ca</a> 416-327-7040
	Consent Directive	Refer individual to <b>ServiceOntario INFOline</b>	Toll Free: 1-800-291-1405 TTY: 1-800-387-5559
<b>Acute &amp; Community Clinical Data Repository (acCDR)</b> – clinical reports from hospitals and LHINs located outside SW Ontario  <b>Diagnostic Imaging Common Service (DI-CS)</b> - diagnostic images (DI) and reports from hospitals located outside SW Ontario and select community-based DI clinics (Independent Health Facilities)  <b>Primary Care Clinical Data Repository (pcCDR)</b> – data from select primary care organizations' electronic medical record (EMR) systems	Access/Correction Consent Directive Inquiry/Complaint	Refer individual to <b>eHealth Ontario</b>	P.O. Box 148 Toronto, ON M5G 2C8 <a href="mailto:privacy@ehealthontario.on.ca">privacy@ehealthontario.on.ca</a> Service Desk: 1-866-250-1554 Privacy Office: 416-946-4767