

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 you are not able to determine who the HIC is, contact the ClinicalConnect Program Office . For a list of Participant Organizations that contribute data to ClinicalConnect, visit https://info.clinicalconnect.ca/CC/healthcare/participants			
PHI originally collected and contributed to ClinicalConnect by one HIC Participant Organization (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 Privacy Office of the HIC that originally collected and contributed PHI to ClinicalConnect	Contact HIC directly. Contact ClinicalConnect Program Office if assistance is required.
PHI originally collected and contributed to ClinicalConnect by more than one HIC Participant Organization	Access/Correction Consent Directive Inquiry/Complaint	ClinicalConnect Program Office	293 Wellington St. N., Suite 108 Hamilton, ON L8L 8E7 privacy@clinicalconnect.ca Tel: 905-577-8270 ext. 9
PHI Contributed by Provincial Data Repositories	Type of Inquiry / Request	Who to Contact	Contact Information
Digital Health Drug Repository (DHDR) – drug and prescription information from publicly-funded drug programs, publicly-funded pharmacy services (e.g., MedsCheck Program, Pharmacy Smoking Cessation Program, vaccine administration) and monitored drugs programs (narcotics and controlled substances) regardless of who the payor is.	Access Consent Directive Inquiry/Complaint	Refer individual to ServiceOntario INFOLine	Toll Free: 1-800-291-1405 TTY: 1-800-387-5559
	Correction	Refer individual to Ministry of Health’s Drugs and Devices Division	5700 Yonge Street, 3rd Floor Toronto, Ontario M2M 4K5 Toll Free: 1-866-811-9893 Fax Toll Free: 1-866-598-6530 Email: PublicDrugPrgrms.moh@ontario.ca
Ontario Laboratories Information System (OLIS) – lab test requisitions and results from hospitals, community labs and public health labs.	Access Inquiry/Complaint/ Correction	Refer individual to Freedom of Information & Privacy Coordinator, Ministry of Health and Long-Term Care	99 Adesso Drive, 1st Floor Concord, ON L4K 3C7 generalapo@ontario.ca Tel: 416-327-7040
	Consent Directive	Refer individual to ServiceOntario INFOLine	Toll Free: 1-800-291-1405 TTY: 1-800-387-5559
Acute & Community Clinical Data Repository (acCCR) – clinical information from hospitals and home and community care organizations across Ontario, including information about hospital visits by patients, emergency room reports, consultation reports and discharge summaries, as well as long-term care placement details, risk assessments and care plans. Diagnostic Imaging Common Service (DI-CS) – diagnostic imaging reports from hospitals and independent health facilities, as well as relevant information to support the retrieval of diagnostic imaging reports from the regional image repositories in Ontario.	Access Consent Directive Inquiry/Complaint	Refer individual to Ontario Health (Digital Services)	Privacy Office 777 Bay Street, Suite 701 P.O. Box 148 Toronto, ON M5G 2C8 OH-DS_privacy@ontariohealth.ca Service Desk: 1-866-250-1554
	Correction	All requests for corrections to personal health information should be directed to the HIC (e.g., primary care provider, hospital, laboratory, etc.) that originally collected the information and contributed it to the repository.	If assistance is required with this, please contact: Ontario Health (Digital Services) Privacy Office 777 Bay Street, Suite 701 P.O. Box 148 Toronto, ON M5G 2C8 Tel: 1-866-250-1554
The Information and Privacy Commissioner of Ontario			
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	

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