

What You Need To Know About Personal Health Information

YORK SUPPORT SERVICES NETWORK REMAINS COMMITTED TO PROTECTING THE PRIVACY OF ITS CLIENTS. PERSONAL INFORMATION IS **COLLECTED, USED** AND **DISCLOSED** IN A RESPONSIBLE MANNER. OUR PRIVACY POLICY AND PROCEDURES HAVE BEEN REVISED TO ENSURE THAT:

- ✓ ONLY NECESSARY INFORMATION IS GATHERED ABOUT YOU
- ✓ WE SHARE YOUR INFORMATION WITH YOUR CONSENT
- ✓ ALL OUR PROCEDURES COMPLY WITH PHIPA REGULATIONS

YOU HAVE PRIVACY RIGHTS:

- ✓ **UNDERSTAND** why personal health information is collected, used and disclosed
- ✓ **DECIDE** whether or not to give consent to the collection, use or disclosure of personal health information
- ✓ **WITHDRAW CONSENT**, at any time, by providing notice to YSSN
- ✓ **SEE YOUR CLIENT FILE** by making a request to YSSN
- ✓ request that personal health information **IS CORRECTED** if it is wrong
- ✓ **FORWARD A COMPLAINT** to YSSN or the Information & Privacy Commissioner about any breach of PHIPA.

UNLESS A CLIENT INSTRUCTS US OTHERWISE, WE WILL ASSUME THAT WE HAVE THE CLIENT'S CONSENT TO:

- ✓ **COLLECT AND USE** personal health information for the purpose of providing case management and crisis response services, administration, teaching, research, statistics and complying with legal requirements;
- ✓ **DISCLOSE** personal health information, as needed, to service providers who are regulated by PHIPA and within the client's "Care Network"

IN SOME CIRCUMSTANCES WE ARE **REQUIRED** OR **PERMITTED** TO COLLECT, USE OR DISCLOSE
YOUR PERSONAL HEALTH INFORMATION
WITHOUT YOUR CONSENT.

**If you would like to withdraw your consent or restrict the way that we gather, use, or share your personal health information,
Please talk to your YSSN worker.**

York Support Services Network **PRIVACY OFFICERS** are:

Berdiann Czerwinski (905) 898-6455
Marie Lauzier (905) 898-6455

Please contact our Privacy Officers for additional information or to **EXERCISE YOUR PRIVACY RIGHTS**