



How We Protect Your Privacy



Information about your health is private. We respect your privacy and follow Ontario's privacy law, the *Personal Health Information Protection Act*. We make sure that your information is not stolen, lost or seen by anyone who does not need to see it. Everyone who works for or with us must also protect your privacy.

How does Unity Health Toronto use your information?

We need your health information to offer you the best possible care and treatment. Anyone who is part of your care team can see and use your health information, if they need it to care for you. Your care team may include doctors, nurses, other types of care providers (like social workers), students (who are guided by teachers), and administrative staff (who support the team). If you transfer between our sites, your care team may be able to see your information from all sites (including St. Michael's, St. Joseph's, Providence, family health teams and satellite clinics).

The law says that we can also use your information to educate our staff and students, do research, make sure that we are providing safe and excellent care, and to obey other laws.

Where did we get your information?

Most information comes from you or from the person acting for you. We will also get information from other hospitals or clinics in the community that you visited. We will get your consent if we need to get information about you from other people or other sources, unless the law says we can ask for it.

Who do we share your information with outside of Unity Health Toronto?

- Health care providers who work outside Unity Health Toronto, but only if they need it to care for you. To do this, we often use electronic systems that allow health care teams to share information across the province (visit our website for more information).
- Your next-of-kin or other family or friends, if we have your consent.
- Others that the law allows or requires (for example, to get paid by OHIP or an insurance company, to help make health care safe and effective across the province, to help prevent the spread of infections, and to obey other laws)

You have rights and choices

- You have the right to see your health record, to get a copy of it, or to correct it. Contact your care team or Health Records to do so.
- You have the right to ask your care team not to tell callers or visitors, or spiritual advisors, where to find you.
- You have the right to keep your health information private from some of the people caring for you. To ask for your information to be 'locked', contact the Privacy Office at (416) 864-6088.
- You have the right to ask our Foundations not to send you any fundraising letters or messages.

How to contact us

For more information about how we handle your information and about your choices:

- Visit us at:
<https://unityhealth.to/protecting-your-privacy/>
- Call us at (416) 864-6088
- Write to us at:
Privacy Office
Unity Health Toronto
30 Bond St. Toronto, ON M5B 1W8

Do you have a question or concern we did not answer?

Get more information about your privacy from:

Information and Privacy Commissioner of Ontario
2 Bloor St. E, Suite 1400, Toronto ON M4W 1A8
1-800-387-0073