



Canadian Mental  
Health Association  
Association canadienne  
pour la santé mentale  
Halton Region Branch

# Your Privacy

**Your personal health information is important for us to provide you with better services.**

Often times, this information is used when performing assessments, such as the Ontario Common Assessment of Need (OCAN), and to determine your health service and support needs.

Your assessment may include details on your physical and mental health and your personal health history. Unless you tell us not to, we share your assessment information with other health service providers who will provide you with support now and in the future.

## Consent and Sharing Your Information

We use a secure electronic system to share your personal health information with other health service providers. If you have agreed to share the information in your assessment, it will be used to:

- Provide health support and services based on your needs.
- Make sure your providers have the most up-to-date and complete record of your health history and needs.
- Help us see where there might be gaps or overlaps so we can provide services where they are most needed.
- Make sure everyone is getting the right support and services.



## Privacy and Security of Information

The Personal Health Information Protection Act, 2004, requires anyone who provides health services to protect health information. We only collect the health information we need to determine your needs, and it cannot be used for any other purposes without your permission.

- Your health information is kept in a secure place and stored and/or disposed of according to the law.
- Your health information will only be viewed by authorized people who deliver your services, and all health service providers have signed contracts to keep your information confidential.
- When a person views your information, it is recorded in a log that is reviewed regularly to make sure there has been no unauthorized access.
- We will investigate any suspected breach or unauthorized access to your personal health information.

## Your Privacy Choices

Please speak to your Case Manager or our Privacy Officer if you want to:

- **See your assessment:** You can make a written request for a copy of your assessment or to have your personal health information corrected or updated at any time.
- **Opt Out:** You may choose not to share your information with other health service providers. You may also choose to have your basic personal information (name, telephone number, city) blocked from health care workers who view the Integrated Assessment Record (IAR). *Opting out will not affect your ability to access services at CMHA HRB.* To withhold your consent to share assessments or basic identifying information in the IAR, call the IAR Consent Call Centre toll-free at 1-855-585-5279 (TTY 1-855-973-4445).

All information collected by CMHA HRB is kept confidential. However, we are allowed to or may be required by law to share your information in the following circumstances:

- If it is suspected that you intend to harm yourself or another person.
- In a medical emergency.
- In cases of suspected child abuse, including concerns for a child's physical, sexual, or emotional safety.
- If CMHA HRB or any of its employees are served by the courts with a subpoena, summons, or warrant.
- If you give express consent for your information to be shared.



If you would like to know more about how your information is handled and shared, feel free to contact our Privacy Officer at:

**1540 Cornwall Road, Unit 102  
Oakville, ON L6J 7W5  
905-693-4270**

If you have any concerns about how we are handling your health information, you have the right to contact the Information and Privacy Commissioner of Ontario at:

**2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8  
416-326-3333 or 1-800-387-0073**

