

### Privacy Policy

Summerville Family Health Team is committed to promoting privacy and protecting the confidentiality of the health information we hold about you. This is a brief overview of our Privacy Policy. More information can be found on our web site at: [Privacy Policy \(summervillefht.com\)](http://summervillefht.com/PrivacyPolicy)

#### YOUR HEALTH RECORD

Your health record includes information relevant to your health including your date of birth, contact information, health history, family health history, details of your physical and mental health, record of your visits, the care and support you received during those visits, results from tests and procedures, and information from other health care providers.

*Your record at our clinic is our property, but the information in your file belongs to you.*

With limited exceptions, you have the right to access the health information we hold about you, whether in the health record or elsewhere. If you request a copy of your record, one will be provided to you at a reasonable cost. If you wish to view the original record, one of our staff members must be present, and a reasonable fee may be charged for this access. If you need a copy of your health record, please contact us in writing at: 101 Queensway West, 5th Floor, Mississauga, ON, L5B 2P7 or ask your physician who will explain the process. In rare situations, you may be denied access to some or all of your record (with any such denial being in accordance with applicable law).

We try to keep your record accurate and up to date. Please let us know if you disagree with what is recorded, and in most cases, we will be able to make the change or otherwise we will ask you to write a statement of disagreement and we will attach that statement to your record.

#### CONFIDENTIALITY

Everyone here is bound by confidentiality. We have to protect your information from loss or theft and make sure no one looks at it or does something with your information if they are not involved with your care or allowed as part of their job. If there is a privacy breach, we will tell you (and we are required by law to tell you).

#### OUR PRACTICES

We collect, use and disclose (meaning share) your health information to:

- Treat and care for you
- Provide appointment or preventative care reminders to you and/or send patient surveys to you
- Update you of upcoming events, activities and programs
- Coordinate your care with your other health care providers including through shared electronic health information systems such as Ontario Laboratory Information Systems (OLIS), HealthLinks, Connecting Ontario, and local, regional and provincial programs
- Deliver and evaluate our programs
- Plan, administer and manage our internal operations
- Be paid or process, monitor, verify or reimburse claims for payment
- Conduct risk management, error management and quality improvement activities
- Educate our staff and students
- Dispose of your information

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#### Apple Hills

1221 Bloor Street  
Mississauga, ON, L4Y 2N8  
Phone: 905-625-1241  
Fax: 905-625-9514

#### Central

101 Queensway West, 5th floor  
Mississauga, ON, L5B 2P7  
Phone: 905-272-9700  
Fax: 905-272-1416

#### Etobicoke

190 Sherway Drive, #211  
Etobicoke, ON, M9C 5N2  
Phone: 416-621-9700  
Fax: 416-621-4438

#### Family Medicine Teaching Unit (FMTU)

101 Queensway West, 7th Floor  
Mississauga, ON, L5B 2P7  
Phone: 905-272-9900  
Fax: 905-272-9977

#### Harborn

89 Queensway West, #510  
Mississauga, ON, L5B 2V2  
Phone: 905-273-4380  
Fax: 905-273-4335

- Seek your permission (or permission of a substitute decision maker) where appropriate
- Respond to or initiate proceedings
- Conduct research (subject to certain rules)
- Compile statistics
- Allow for the analysis, administration and management of the health system
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law

Our collection, use and disclosure (sharing) of your personal health information is done in accordance with Ontario law. Go to [Privacy Policy \(summervillefht.com\)](http://summervillefht.com/PrivacyPolicy) for more information.

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