

## **Waterloo Region Nurse Practitioner-Led Clinic**

13 Water Street North, Cambridge, ON, N1R 3B2  
B 204-123 Pioneer Drive, Kitchener, ON, N2P 2A3  
10-10 Townsend Drive, Breslau, ON, N0B 1M0  
(519) 772-2322 phone  
(519) 772-2323 fax  
[www.wrnplc.ca](http://www.wrnplc.ca)



### **Your Privacy Matters**

Waterloo Region NPLC (WRNPLC) is committed to protecting individual privacy and the confidentiality of the personal health information it holds.

### **YOUR HEALTH RECORD**

Your health record includes important information about your health including your date of birth, contact information, 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.

With limited exceptions, you have the right to access the health information we hold about you. If you request a copy of your record, one will be provided to you at no 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 the clinic at 519-772-2322 and administrative staff will guide you through the process. Formal access requests must be made in writing. In rare situations, you may be denied access to some or all your record (per health privacy legislation).

We make every effort to ensure that all your information is recorded accurately. You have a right to ask for a correction to your record if you believe the information is inaccurate or incomplete. If we cannot make the correction, you may prepare a statement of disagreement to be attached to the record.

### **OUR PRACTICES**

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

- Treat and care for you
- Deliver our programs
- Plan, administer and manage our internal operations
- Be paid or process, monitor, verify or reimburse claims for payment
- Provide appointment reminders to you
- Conduct risk management, error management and quality improvement activities
- Educate our staff and students
- Seek your consent (or consent of a substitute decision maker) where appropriate

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- Respond to or initiate proceedings
- Conduct research (subject to certain rules including research ethics board review and approval)
- 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.

### **YOUR CHOICES**

You have a right to make choices and control how your health information at WRNPLC is collected, used, and disclosed, with some exceptions. For most health care purposes, your consent to use your health information is implied as a result of your consent to treatment, unless you tell us otherwise. We may also collect, use and share your health information in order to communicate or consult with other health care providers about your care unless you tell us you do not want us to do so.

In some cases, we must have your permission to give your health information to people who do not provide you with health care, including health professionals in the Organization not involved in your care, your insurance company or your employer. We may also need consent to communicate with any family members or friends with whom you would like us to share information about your health (unless one or more of these individuals is your substitute decision-maker).

When we require and ask for your consent, you may choose to say no. If you say yes, you may change your mind at any time. Once you say no, we will no longer share your information unless you say so, unless the law permits or requires us to do so.

Sometimes we do not need your consent, for example, to use your information for billing, risk management or error management, quality improvement purposes; or to disclose personal health information in a number of permitted or required circumstances, including to eliminate or reduce a significant risk of serious bodily harm; or to fulfill mandatory reporting obligations under other laws such as for child protection or safe operation of a motor vehicle.

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### **FOR MORE INFORMATION OR COMPLAINTS**

We encourage you to contact us with any questions or concerns you might have about our privacy practices. You can reach our Privacy Officer by calling the clinic at 519-772-2322

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario. The Commissioner can be reached at:

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario M4W 1A8  
1-800-387-0073  
1-416-325-9195 (fax)  
or visit the IPC website via [www.ipc.on.ca](http://www.ipc.on.ca)