



Protecting the Privacy of Your Health Information

North Bay General Hospital recognizes that the personal health information of our patients must be treated with respect and sensitivity and your privacy must be protected. The personal health information we collect from you may include your name, date of birth, address, health card number, health history, records of your visits to the North Bay General Hospital and the care you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

We use your personal health information for the following purposes:

- To provide the care and treatment you receive while a patient at the North Bay General Hospital
- To obtain payment for your treatment and care from OHIP, WSIB, your private insurer or others
- To plan, administer, manage and improve our internal operations
- To conduct risk management and quality improvement activities including completing patient satisfaction surveys (written and phone)
- Teach
- Compile statistics
- Ask for support to improve our health care services and programs, and
- Comply with legal and regulatory requirements.

We disclose / share your personal health information on a need to know basis with:

- Our staff who need to know to provide your care, including: physicians, nurses, technicians, therapists and other health care professionals
- Other health care providers who are not our employees but may be required to assist in providing your health care once you are no longer a patient at the North Bay General Hospital. These may include:
 - Health care practitioners and groups of health care practitioners, public and private hospitals, pharmacies, laboratories, ambulance services, community care access corporations, community service providers, psychiatric facilities, independent health facilities, homes for the aged, rest homes, nursing homes, care homes and homes for special care and community health or mental health centres, programs and services whose primary purposes are providing health care
- To the Ministry of Health and Long Term Care to support the development of strategies to enhance the delivery of health care services to patients in Ontario, or
- As required by law.

We commit to:

- Taking steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.
- Monitoring and managing our privacy compliance.
- Taking steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to.
- Asking your permission before disclosing any of your information for purposes not related directly to your care (e.g. insurance companies, lawyers etc), unless otherwise required by law.

You have the right to:

- Withdraw your consent for some of the above uses and disclosures by contacting us.
- Access and / or request corrections to your personal health information.

Unless you tell us not to:

- We will disclose your information to other health care providers in the “Circle of Care” who need to know this information to provide you with care or help provide you with care, and
- We will tell anyone who calls the North Bay General Hospital asking about you, that you are in the hospital and which nursing unit you are on.

For Information about accessing or correcting your personal health information, our Privacy Practices, or to raise concerns/complaints, please contact:

Wanda Doupe
Privacy Officer
474-8600 extension 2023
wdoupe@nbgh.on.ca
web-site: www.nbgh.on.ca

You have the right to complain to the Chief Privacy Officer of the North Bay General Hospital or the Information and Privacy Commissioner of Ontario if you think we have violated your privacy rights.

Marc Bouchard
Chief Privacy Officer
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