

# Privacy Policy

## Commitment to Privacy

The appropriate collection, use and disclosure of patients' personal health information is fundamental to our day-to-day operations and to patient care.

Protecting the privacy and the confidentiality of patient personal information is important to the staff of NKS Health. We respect and take great care in handling personal information.

We strive to provide our patients with excellent medical care and service. Every member of NKS Health must abide by our commitment to privacy in the handling of personal information. This policy was last modified on the 1<sup>st</sup> day of February, 2016.

## Applicability of This Privacy Policy

Our Privacy Policy attests to our commitment to privacy and demonstrates the ways we ensure that patient privacy is protected. Our Privacy Policy applies to the personal health information of all our patients that is in our possession and control and follows PHIPA Personal Health Information Protection Act.

## What is Personal Health Information?

Personal health information means identifying information about an individual relating to their physical or mental health (including medical history), the providing of health care to the individual, payments or eligibility for health care and health numbers.

## The Principles of Privacy

Our Privacy Policy reflects our compliance with fair information practices, applicable laws and standards of practice.

### 1. Accountability

We take our commitment to securing patient privacy very seriously. Each physician and employee associated with NKS Health is responsible for the personal information under his/her control. Our employees are informed about the importance of privacy and receive information periodically to update them about our Privacy Policy and related issues.

## **2. Identifying Purposes: Why We Collect Information**

We ask you for information to establish a relationship and serve your medical needs, primarily dispensing your prescription. We may communicate or consult about your health care with your health care providers including viewing necessary information about your health care through electronic medical information systems. If you would like more information about the electronic medical information systems, please speak with your healthcare provider or our Privacy Contact.

## **3. Consent**

You have the right to determine how your personal health information is used and disclosed. For most health care purposes, your consent is implied as a result of your consent to treatment and your ongoing involvement of our pharmacy services.

## **4. Limiting Collection**

We collect information by fair and lawful means and collect only that information which may be necessary for purposes related to the provision of your prescription care.

## **5. Limiting Use, Disclosure and Retention**

The information we request from you is used for the purposes defined.

Under no circumstances do we sell patient lists or other personal information to third parties. There are some types of disclosure of your personal health information that may occur as part of this Practice fulfilling its routine obligations and/or practice management. This includes consultants and suppliers to the Practice, on the understanding that they abide by our Privacy Policy, and only to the extent necessary to allow them to provide business services or support to this Practice.

## **6. Accuracy**

We endeavour to ensure that all decisions involving your personal information are based upon accurate and timely information. While we will do our best to base our decisions on accurate information, we rely on you to disclose all material information and to inform us of any relevant changes.

## **7. Safeguards: Protecting Your Information**

We protect your information with appropriate safeguards and security measures. The Practice maintains personal information in a combination of paper and electronic files. Recent paper records concerning individuals' personal information are stored in files kept onsite at our office. Older records may be stored securely offsite.

Access to personal information will be authorized only for employees associated with NKS Health, and other agents who require access in the performance of their duties, and to those otherwise authorized by law.

We provide information to health care providers acting on your behalf, on the understanding that they are also bound by law and ethics to safeguard your privacy. Other organizations and agents must agree to abide by our

Privacy Policy and may be asked to sign contracts to that effect. We will give them only the information necessary to perform the services for which they are engaged, and will require that they not store, use or disclose the information for purposes other than to carry out those services.

Our computer systems are password-secured and constructed in such a way that only authorized individuals can access secure systems and databases.

If you send us an e-mail message that includes personal information, such as your name included in the “address”, we will use that information to respond to your inquiry. Please remember that e-mail is not necessarily secure against interception. If your communication is very sensitive, you should not send it electronically unless the e-mail is encrypted or your browser indicates that the access is secure.

#### **8. Access and Correction**

With limited exceptions, we will give you access to the information we retain about you within a reasonable time, upon presentation of a written request and satisfactory identification.

If you find errors of fact in your personal health information, please notify us as soon as possible and we will make the appropriate corrections.

#### **9. Challenging Compliance**

We encourage you to contact us with any questions or concerns you might have about your privacy or our Privacy Policy. We will investigate and respond to your concerns about any aspect of our handling of your information.

Nancy Simonot, R.Ph

NKS Health

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Mississauga, ON L5A 3V8

905-232-2322 x 227

905-232-2553 (fax)

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/Ontario. The Commissioner can be reached at:

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8 1-

800387-0073

1-416-325-9195 (fax)

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