

The doctor you are seeing works for Inner City Health Associates (ICHA). ICHA doctors work in many sites in Toronto caring for people who are homeless or who are at risk of becoming homeless. Your **chart** is an electronic record that is available at all ICHA sites. Because your doctor is able to see your chart at any of our sites they have the most up to date information in order to provide you with safe and appropriate care. In some cases staff at the location where you see your doctor will also use the electronic record to share information about your care.

**We will protect the privacy of all the information you give us according to our Privacy Policies and the laws of Ontario.**

We collect information from you, from other health care providers or from someone acting on your behalf.

We use or disclose your information for the following purposes:

- To provide health care to you
- To improve the care we provide
- To teach future health care providers
- To conduct research
- To obey laws and regulations
- To receive payments for your treatments from government and other insurance providers

We protect your information the following ways:

- We will ask your permission to use or show your information to anyone not directly involved in providing you care
- Only people who need to see your information are allowed to look at them. We also check regularly to make sure no one, other than those who need to, has looked at your information.
- We try our best to keep your information correct and up to date and keep it only as long as the law allows
- We have someone in charge of privacy who will look into any concerns you may have about how we keep your information private.

You can look at you health records. You can also request changes and direct ICHA on how you would like your information used or disclosed. You can contact ICHA's Privacy Office by calling 416-591-4411. You can also view our provaxcy policies on our website: <http://www.icha-toronto.ca>.

You have the right to complain to the Information and Privacy Commissioner of Ontario: 2 Bloor Street East, Suite 1400, Toronto, Ontario, M4W 1A8 Email: [info@ipc.on.ca](mailto:info@ipc.on.ca) Tele: 416.326.3333 Toll free: 1.800.387.0073 website: <http://http://www.ipc.on.ca>