



Inner City Health Associates is a group of physicians that provide health care to people who are homeless or at risk of becoming homeless. We work in more than 40 sites in Toronto including shelters, drop-ins centres and community organisations. ICHA physicians and staff use an electronic medical record to record your personal health information. This electronic chart is available to ICHA physicians working at any of the ICHA sites. In some cases, the staff at the location where you see your ICHA doctor will also use your ICHA medical record to share information about your care. This poster will describe how we protect the privacy of your health information.

Collecting Personal Health Information

We get personal health information directly from you, from other health service providers or from someone acting on your behalf. This can include your name, date of birth, address, health history and records of your visits. Sometimes, we collect personal health information about you from other sources. We only do this if you have agreed or if the law allows it.

Use and Sharing of Personal Health Information

We only use or disclose your personal health information for the following purposes:

- To provide health services
- To improve the quality of your care
- To teach future doctors and other health care workers
- To conduct research
- To obey laws and regulations
- To receive payments for your treatment from the government and private insurance

Your Information, Your Choice

You can look at your personal health records. You may also request changes to your health record. You can decline to let us use your information for some of the purposes listed above. To do so or to find out more about how ICHA protects your privacy, you can talk to your doctor or contact ICHA's privacy officer, Alexandra Pinto, at 416-591-4414 or pintoa@smh.ca. You can also learn more about ICHA and read our privacy policy at our website: <http://www.icha-toronto.ca>.

If you think we have violated your rights, 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 Telephone: 416.326.3333 Long Distance: 1.800.387.0073 Website: www.ipc.on.ca