PRIVACY OF YOUR PERSONAL MEDICAL INFORMATION

The Physicians, nurses and staff of Queen’s Student Health Services are committed to protecting your privacy. This brochure is intended to outline what steps we are taking to protect your privacy, and to tell you of your rights under the Ontario law.

The collection and use of your information

In order to provide you with quality service, we keep a record of information discussed during medical appointments and a record of the service that we have provided to you. All information disclosed within appointments is confidential and will not be revealed to anyone outside Queen’s Student Health Service without your written permission, except where reporting is required by law or by relevant standards of professional practice:

1. Where there is suspicion that a child or children (that is, someone who is PRESENTLY under the age of 16) has been or is being neglected or physically, emotionally or sexually abused,
2. Where the client presents a serious danger of violence to others,
3. Where the client is likely to harm himself or herself unless protective measures are taken,
4. If a client reveals that he or she has been sexually abused by a health care provider who is covered by the Regulated health Professions Act (e.g., a psychiatrist, a nurse, a physician, etc.), the physician is obliged to report the name of the perpetrator to his or her governing body.

Access to your client record

Unless there are unusual circumstances, you have the right to review and/or obtain copies of your client record. If access or copies are provided, our office may charge a reasonable fee to cover our expenses.

Changes to your client record

You can request a change to the information in your client record if you think that there is an error or omission in the record. We will place a notation in your file that you requested the amendment, and may include a notation of our opinion about the accuracy of your amendment.

Security and Protection of your information

We will make reasonable efforts to keep accurate records of your personal information and will follow all legal requirements and Queen’s security guidelines and best practice for the security, retention and destruction of these records. All client records are kept for a period of time determined by the College of Physicians and Surgeons of Ontario. Currently we retain records for 10 years after the last entry for adults or for 10 years after the patient has attained, or would have attained, the age of eighteen.

All employees, trainees, volunteers, consultants and contractors adhere to the privacy and security policies of the Queen’s Student Health Service office. If you become aware of the inappropriate use of your personal information or a breach of confidentiality, please inform us by Email: health.services@queensu.ca or Phone 613-533-6000,ext.75165

Research

Queen’s Student Health Services occasionally conducts research, such as an evaluation of the services we provide. We strive to use de-identified data (i.e. information has no name, date of birth or student number attached to it). All research must have prior approval by the Queen’s University Research Ethics Board.