

Regional Assessment & Resource Centre

Statement of Privacy and Confidentiality of Your Personal Health Information

Your privacy matters.

The health professionals and the staff of the Regional Assessment and Resource Centre (RARC) are bound by the Personal Health Information Protection Act, 2004 (PHIPA), other legislation and ethical standards to safeguard your privacy and protect the confidentiality of your personal health information. Personal health information we collect may include, for example, your date of birth, address, health history, etc. Occasionally, if we have obtained your consent to do so or if the law permits, we collect personal health information about you from other sources.

Limits to confidentiality and requirement of consent to receive or disclose information

The personal health information under the custody and control of RARC is disclosed only to other persons or agencies with your express consent or in circumstances where we must meet legal or ethical requirements (such as situations where you are thought to be a risk to yourself or others; a request from a legal authority under PHIPA; or in cases of suspected child or elder abuse).

Protecting your health information

RARC takes all reasonable steps to protect your personal health information from unauthorized collection, use, and disclosure. Physical, administrative, and technical safeguards have been put in place to protect this information.

You have a right to access and/or request corrections to your personal health record in accordance with PHIPA. You also have a right to request that some or all of the record not be disclosed without specific consent.

To find out more about how to access your records, or to discuss a concern about your personal health information, please contact the clinic manager, Ms. Marie McCarron, or the Clinical Director of RARC, Dr. Allyson Harrison, at 613-533-6311 or via email at rarc@queensu.ca. You may also contact Queen's University's Chief Privacy Officer at access.privacy@queensu.ca or by calling 613-533-6095. Finally, you also have a right to make a complaint to the office of the Ontario Information and Privacy Commissioner (IPC) at www.ipc.on.ca.