



**Canadian Mental
Health Association**
Brant-Haldimand-Norfolk
Mental health for all

Statement of Health Information Practices

At Canadian Mental Health Association, Brant-Haldimand-Norfolk Branch, we take the privacy of your personal health information seriously. Our practices are in compliance with the Personal Health Information Protection Act (PHIPA).

In our day to day efforts to provide services, we collect and disclose information with your expressed approval (either verbal or written) – and we will only share information without your prior approval in situations where your safety, or the safety of others, is at serious & imminent risk.

FAMILY & FRIENDS

We invite and encourage the participation of family and friends in your healthcare experience. However, we will only share your personal health information with them with your consent.

HEALTH RECORDS

CMHA, Brant-Haldimand-Norfolk Branch maintains a record of your involvement with us. This record is available to all programs of the agency and may be in an electronic database and/or a physical (paper) file. Your file information secured with CMHA BHN will only be accessed by employees of the agency who are directly involved with or supervising the provision of your support while you utilize our agency's services. These documents are always stored securely and in compliance with PHIPA.

The Federal & Provincial Governments have established a goal of providing Canadians with an electronic health record. This will improve access and coordination of your care, enhance client/patient safety, reduce wait times, avoid duplicate assessments, and enhance timely access to your health information by healthcare providers. Your information is stored securely on shared health information databases, accessible only by your authorized Healthcare providers and in compliance with applicable legislation.

CONTACT

If you have any questions or concerns about our privacy practices, please contact:

Privacy Officer

Lynn Hinds

Executive Director

519-752-2998, ext. 102

Or visit the Information & Privacy Commissioner of Ontario at www.ipc.on.ca.