



**Ottawa River Psychology Group**  
**44 Hawthorne Avenue**  
**Ottawa, Ontario K1S 0A9**  
**613-656-3331**

## **CONFIDENTIALITY POLICY**

We are committed to respecting and protecting your privacy. This statement outlines our policies and procedures with respect to collecting, using, and disclosing your personal health information.

### Collection of Your Personal Health Information

Your practitioner will collect your personal health information only directly from you, except: a) when you have provided consent to obtain such information from others (e.g., reports of previous assessments or other services); and b) where the law requires or allows us to collect information without your consent (e.g., in an urgent situation, where information is needed to prevent potential harm). Your practitioner will collect only that information from you that he or she believes is reasonably necessary to provide you with services.

### Use of Your Personal Health Information

Your personal health information is used to provide you with service. This includes using the information for service planning; service monitoring, and billing purposes.

All staff are trained in our practice's privacy policies and procedures, including prevention of loss of information and prevention of unauthorized access. Staff members are allowed to have access to information about you only on a "need-to-know" basis. A staff person who knows you personally is required to let us know this, and is not allowed to have access to your record unless there is an emergency or unless you give consent. Your record occasionally may be accessed for external auditing by the College of Psychologists. However, we will not allow any information that identifies you to be taken out of our premises for these purposes. All persons involved in such activities are required by law to maintain the confidentiality of any accessed information.

### Disclosure of Your Personal Health Information

With only a few exceptions, your personal health information will not be disclosed to anyone without your consent. The exceptions include circumstances in which disclosure is justified by law (confidential professional or legal consultation), or required by law (e.g., reporting a child in

need of protection; reporting a health professional who has sexually abused a client; a court order to release information from a record).

The above exceptions are called "limits of confidentiality. If there are other limits of confidentiality in your situation, your practitioner will identify and discuss them with you before proceeding with your service.

General and non-identifying information may be collected and reported to those companies that have contracted an Employee Assistance Plan with us. When consenting to the disclosure of your personal health information, you may restrict us from sharing the information that is reasonably necessary for another health service provider to provide appropriate service, we are required by law to inform the other provider that you have refused consent to provide some needed information.

### Your Right of Access to Your Personal Health Information Record

With only a few exceptions, you have the right to access any record of your personal health information, and to request copies of the information. If you believe that information in your record is not accurate, you may make a written request to correct your record. If your practitioner does not agree with the correction you request, you may file a notice of disagreement into your record.

### Further Information

Your practitioner will speak to you directly to answer any questions you might have regarding this Privacy Statement. If you would like more detailed information at any time, would like to access or ask for a correction of your record, have a concern about our privacy policies and procedures, or have a complaint about the way your privacy has been handled, please do not hesitate to speak or write to your practitioner.

Complaints may also be addressed to:  
The Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario  
M4W 1A8  
Phone: 416-326-3333 or 800-387-0073  
Fax: 416-325-9195  
TTY: 416-325-7539