

ICHA | Inner City Health Associates

The clinician you are seeing works for **Inner City Health Associates (ICHA)**. ICHA clinicians work in many sites across Toronto. They provide services to vulnerable populations, people who are homeless and those who are at risk of becoming homeless. Your **chart** is an electronic record that is available at all ICHA sites. Since your clinician is able to see your chart at any of our sites, they have access to the most up-to-date information in your chart to provide you with safe and appropriate care. In some cases, staff at the location where you see your ICHA clinician will also use the electronic record to share information about your care.

We will protect the privacy of all the information you give us according to our Privacy Policies and the laws of Ontario.

We collect information from you, from other health care providers and/or from someone acting on your behalf.

WE USE OR DISCLOSE YOUR INFORMATION FOR THE FOLLOWING PURPOSES:

- **To provide health care to you**
- **To improve the care we provide**
- **To teach future health care providers**
- **To conduct research**
- **To obey laws and regulations**
- **To receive payments for your treatments from government and other insurance providers**

WE PROTECT YOUR INFORMATION IN THE FOLLOWING WAYS:

- ✓ **We will ask your permission to use or show your information to anyone not directly involved in providing you care.**
- ✓ **Only people who need to see your information are allowed to look at your health record. We also check regularly to make sure no one, other than those who need to, has looked at your information.**
- ✓ **We try our best to keep your information correct and up to date and keep it only as long as the law allows.**
- ✓ **We have someone in charge of privacy who will look into any concerns you may have about how we keep your information private.**

You can look at your health records. You can also request changes and direct ICHA on how you would like your information used or disclosed. You can contact ICHA's Privacy Office by calling (416)591-4411. You can also view our privacy policies on our website: www.icha-toronto.ca

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 Toll free: 1(800)387-0073 Website: www.ipc.on.ca