

Guide to Privacy and Consent for Families

What Clients and their families need to know about information sharing and the Electronic Record

In order to develop a care plan and provide you with the services that best meet your needs, employees of the Children's Treatment Centre of Chatham-Kent (CTC-CK) working with you will ask for information about you and your family.

With your consent this information is shared:

- By only those professional and organizations serving you.
- Through verbal and written communication, and in an electronic record.
- The electronic record allows staff working with you to view and document information about you in a secure and confidential manner. It also means that you don't have to repeat information as often and allows your team to build on past progress and experience.

Community partners included in your consent are listed on the Family Service Plan form. You can say if you do not want to share certain information or if you do not what to share with certain people at any time.

Your Electronic Record is Secure and Protected

This web-based shared electronic record uses the same technology that financial institutions use for online banking. In order for members of your team to use your electronic record, they must:

1. Be authorized to access your password-protected record by the Children's Treatment Centre of Chatham-Kent.
2. Attend training on the use of the electronic record and privacy policies and guidelines.
3. Sign a confidentiality agreement.

Types of Information Shared:

Typically, the following information may be collected and stored within the electronic record and shared with the team working with you:

- Contact and demographic information
- Birth and developmental history
- Interview and assessment information
- Relevant reports such as Diagnostic, School, Lab, and Transition reports
- Care plans
- Assessment and Progress Reports
- Clinical notes

**Please assist us in keeping your information accurate and up-to-date.
Tell your team of any changes.**

Your Right to Privacy

Privacy legislation protects your right to:

- Consent to how your information will be used and shared. Since your team could include service providers and professionals from healthcare, education, recreation, and community services, the Children's Treatment Centre of Chatham-Kent requires you to give expressed consent for these community partners to share information. In order for your consent to be valid, you must be given sufficient information for your consent to be knowledgeable. We encourage you to ask any questions you need so that you understand how your providers will use and protect your information.
- Clinicians will talk to the physicians and other clinicians on your team in order to provide service and treatment. This is implied when you are referred to our Centre. You may withhold this consent by telling us who or what should be excluded.
- Withhold or withdraw consent for information sharing, except in specific circumstances where disclosure is legally required such as under the Child and Family Services Act or ordered by a court.
- Request access to your electronic record and the information in it.
- Request that a correction be made to your record.
- Provide consent verbally.

Children's Treatment Centre staff must:

4. Collect only the information we need to provide treatment and care.
5. Protect your personal information.
6. Take reasonable steps to ensure that the records are accurate and complete.
7. Comply with privacy legislation.

How to Provide Consent for Information Sharing:

You can provide consent verbally to a clinician working with you. Your consent will be documented in the electronic record.

How to Request a Correction to your Record:

You can complete a form to request corrections, available in hard copy from front reception or your clinician. You will receive a response from a Service Manager or the Privacy Officer within 30 working days to let you know if the correction is granted.

For further information about the collection, use or sharing of personal health information, or to discuss any concerns you may have, please contact James Lively, Privacy Officer, Children's Treatment Centre of Chatham-Kent at 519-354-0520 ext. 254.

If you have a concern about how your information has been handled, you may call the Information and Privacy Commissioner of Ontario at 1-800-387-0073 or www.ipc.on.ca