

# Statement of Information Practices

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## Introduction

eHealth Ontario was created in September 2008 as a Crown agency with the mandate to i) provide eHealth services to support health care in Ontario; ii) develop eHealth services strategy; and iii) protect the privacy of individuals whose personal health information may be handled by the agency.

This written statement describes:

- eHealth Ontario's legislative authority, role and responsibilities in respect of handling personal health information
- Practices and safeguards that eHealth Ontario uses to protect personal health information
- Where you can find more information or make a complaint

## eHealth Ontario's Role

Under Ontario Regulation 329/04 to the Personal Health Information Protection Act, 2004 (PHIPA), eHealth Ontario provides electronic means to enable health care practitioners to share personal health information with one another for the purpose of providing or assisting in providing health care to individuals. Specifically, eHealth Ontario supports hospitals, clinics and health care practitioners by providing controlled access channels to personal health information and secure infrastructure, hosting, networks, email and related services for secure transmission, processing and storage of personal health information.

## Electronic Health Records

eHealth Ontario's mandate includes supporting the creation and maintenance of electronic health records in Ontario.

An electronic health record is a secure electronic record of an individual's critical health history, such as medications, X-rays and lab results, which can be accessed and shared by authorized health care practitioners (e.g., doctors, nurses and lab technicians).

## Legislative Authority

PHIPA is the provincial statute regulating the management of personal health information and the protection of the confidentiality and privacy of that information, while facilitating the effective delivery of health care services.

PHIPA imposes various obligations on health information custodians, such as primary care providers or family physicians, who hold personal health information. eHealth Ontario may act in a number of capacities, as described in PHIPA and O.Reg. 329/04: as an agent to a health information custodian, an information manager, a health information network provider, or an electronic service provider. Each role pertains to eHealth Ontario's relationship to one or more health information custodians. The health information custodians remain fully accountable to the individuals receiving health care for the privacy practices associated with personal health information. eHealth Ontario does not make any independent decisions with respect to the handling of personal health information, but rather complies with the privacy practices of the health information custodians on whose behalf it acts as agent or provides other services under sections 6.1 and 6.2 of O.Reg 329/04.

## Practices and safeguards to protect the confidentiality and security of personal health information

eHealth Ontario has implemented strong administrative, physical and technical safeguards, consistent with industry best practices, to protect the personal health information being transferred, processed or stored from theft, loss, unauthorized use, modification, disclosure, destruction and/or damage. These safeguards include security software and encryption protocols, firewalls, locks and other access controls, privacy impact assessments, staff training and confidentiality agreements.

## Accessing and correcting your records of personal health information

PHIPA provides you a right to access your personal health information and, if you believe it is incorrect, to ask for it to be corrected. All requests for access or corrections to your personal health information should be directed to the health information custodian (e.g., your primary care provider or family physician) who originally collected the information or who is directly involved in your care and treatment.

eHealth Ontario is not a health information custodian. Accordingly, if an access request is made to eHealth Ontario, the agency will direct the patient to the appropriate health information custodian(s) to respond to the request.

For more information about eHealth Ontario's privacy policies and role, please visit eHealth Ontario's website at [www.ehealthontario.on.ca](http://www.ehealthontario.on.ca).

## Contact

If you have questions or complaints regarding eHealth Ontario's privacy practices, please contact us:

### Mail:

eHealth Ontario  
Privacy office  
777 Bay Street, Suite 701  
Toronto, Ontario  
M5B 2E7

### Email:

[privacy@ehealthontario.on.ca](mailto:privacy@ehealthontario.on.ca)

### Telephone:

(416) 946-4767

# Complaints

You have the right to contact the office of the Information and Privacy Commissioner of Ontario if you have a complaint about eHealth Ontario's privacy policies. The Commissioner can be reached at:

Information and Privacy Commissioner of Ontario  
2 Bloor Street East, Suite 1400  
Toronto, Ontario  
M4W 1A8

**Telephone:** (416) 326-3333 or 1-800-387-0073

**Fax:** (416) 325-9195

**Website:** [www.ipc.on.ca](http://www.ipc.on.ca)