



INTEGRATED SERVICES FOR AUTISM AND  
NEURODEVELOPMENTAL DISORDERS

## CLIENT PRIVACY STATEMENT

Using coordinated, innovative and evidence-based approaches to treating and managing Autism Spectrum and Neurodevelopmental Disorders, ISAND clinicians represent nine disciplines including developmental paediatrics, psychology, social work, occupational, behavioural and speech & language therapies, education, nutrition, and movement therapy comprehensive. In providing services to children, youth, young adults and their families, ISAND is committed to complying with Ontario's health-specific privacy statute, the *Personal Health Information Protection Act, 2004*, which governs the collection, use and disclosure of personal health information.

### CONSENT

ISAND will only collect, use and disclose your personal health information (or your child's personal health information) with your express or implied consent. You have the right to withhold and/or withdraw your consent to the collection, use and disclosure of your personal health information at any time. In cases where ISAND collects, uses or discloses your personal health information without your consent, it will do so only where it is required or permitted to do so by law.

### COLLECTION OF PERSONAL HEALTH INFORMATION

ISAND collects your personal health information directly from you, or from a person authorized to act on your behalf.

The personal health information that ISAND collects may include, for example, your name, date of birth, address, health history, family health history, records of your visits to ISAND and the care that you received during those visits.

Occasionally, ISAND may collect personal health information from other sources, including other health care providers, school boards or community agencies, where it has obtained your consent to do so or as otherwise permitted by law.

ISAND will not collect personal health information if other information will serve the purpose. In addition, we will not collect more personal health information than is reasonably necessary to meet the purpose.

### USES AND DISCLOSURE OF PERSONAL HEALTH INFORMATION

Your personal health information may be shared among members of the ISAND team in order to provide you with the best possible care. ISAND uses and discloses personal health information to:

- facilitate and provide health care services;
- obtain payment for health care services, including payment from the Ontario Health Insurance Plan;
- plan, administer and manage its internal operations;

## **USES AND DISCLOSURE OF PERSONAL HEALTH INFORMATION, cont'd**

- conduct risk management and quality improvement activities;
- conduct permitted research;
- compile statistics (as mandated by provincially governed programs);
- comply with legal and regulatory requirements; and
- fulfill other purposes permitted or required by law.

ISAND may share your personal health information with other health professionals involved in your care, such as your family doctor.

## **PROTECTION OF PERSONAL HEALTH INFORMATION**

ISAND recognizes the importance of safeguarding your personal health information and takes all reasonable steps to ensure that your physical and electronic personal health information records are protected against loss, theft or unauthorized access, use or disclosure. In the unlikely event that your personal health information is stolen, lost or improperly accessed, you will be notified immediately.

## **ACCESS AND CORRECTION OF RECORD OF PERSONAL HEALTH INFORMATION**

You have the right to request access to and to request corrections of your record of personal health information. If you would like to access or correct your record, you may make a written request to the Contact Person identified below.

## **HOW TO CONTACT US**

If you have any questions or concerns about the collection, use, disclosure or protection of your personal health information, please speak to our Privacy Officer, who can be reached by phone at 416-224-5959 ext 302 or by email at [b.butella@isand.ca](mailto:b.butella@isand.ca)

If you want to know more about how we collect, use, share and protect your personal health information, please ask us for a copy of our Privacy Policy.

## **INFORMATION AND PRIVACY COMMISSIONER**

If we are not able to address your privacy concerns, or if you require further information regarding privacy in Ontario, you may contact the Information and Privacy Commissioner of Ontario at 1-800-387-0073 or [info@ipc.on.ca](mailto:info@ipc.on.ca).