

BIG BAY WALK-IN CLINIC AND FAMILY PRACTICE

Privacy Policy / Statement of Information Practices

1. Legal Authority and Commitment

Big Bay Walk-In Clinic and Family Practice is a Health Information Custodian and complies with the Personal Health Information Protection Act, 2004 (PHIPA). We collect, use, disclose, retain, and safeguard personal health information strictly in accordance with applicable Ontario legislation and regulatory requirements.

2. Collection of Personal Health Information

We collect personal health information that is reasonably necessary for the purpose of providing health care and operating the clinic. This may include identifying information, medical history, examination findings, laboratory and diagnostic reports, medication records, consultation reports, and billing information.

3. Use and Disclosure

Personal health information is used for the purpose of providing and assisting in the provision of health care, arranging referrals, ordering diagnostic testing, communicating results, billing OHIP or insurers, quality assurance activities, and as otherwise permitted or required by law. Disclosure without consent occurs only where authorized or required under PHIPA or other applicable legislation.

4. Safeguards and Security Measures

We maintain reasonable administrative, technical, and physical safeguards to protect personal health information against theft, loss, and unauthorized use or disclosure. Safeguards include secure electronic medical record systems with role-based access controls, password-protected and auto-locking workstations, restricted access to clinical areas, confidentiality agreements for all staff, privacy training, and secure destruction of temporary printed materials.

5. Handling of Laboratory Specimens

Laboratory specimens, including Pap smears and urine samples, are labeled using appropriate patient identifiers, secured in sealed containers, and transferred promptly to a restricted area pending courier pickup. Specimens are not stored in public or patient-accessible areas.

6. Electronic Communication

We do not accept personal health information via unsecured email. Electronic communication with patients is conducted through encrypted fax or approved secure messaging platforms. Access to electronic systems is restricted to authorized personnel only.

7. Access and Correction Rights

Individuals have the right to request access to or correction of their personal health information in accordance with PHIPA. Requests must be submitted in writing to Clinic Management. Identity verification will be required. We will respond within 30 days, subject to any lawful extension permitted under legislation. Where a correction is refused, the individual may require that a statement of disagreement be attached to the record. Reasonable cost-recovery fees may apply where permitted by law.

8. Complaints and Contact

Questions, concerns, or complaints regarding privacy practices may be directed in writing to Clinic Management at: Big Bay Walk-In Clinic and Family Practice 750 Big Bay Point Road, Units 6 & 7 Barrie, Ontario L4M 4S6 If an individual is not satisfied with our response, they may contact the Information and Privacy Commissioner of Ontario.