

Guide to Privacy and Consent for Families

What Families need to know about Information Sharing and the Electronic Record?

In order to develop a plan of care and provide your child and family with the services that best meet your needs, organizations working with your child will ask for information about your child and family. This information is shared:

- With healthcare and other service providers directly involved with your child's care with your consent
- Through verbal and written communication and in an electronic record

The electronic record allows Five Counties Children's Centre staff working with your child and family to view and document information about your child 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. You can say if you do not want to share certain information or if you do not want to share with certain people.

Your child's electronic record is secure and protected. GoldCare is a web-based shared electronic record, which uses similar technology that financial institutions use for on-line banking. In order for members of your child's team to use your child's electronic record, they must:

- Be authorized to access your child's password-protected record by Five Counties Children's Centre
- Attend training on documentation, the electronic record and privacy policies and guidelines
- Sign a confidentiality agreement

"Families want to tell their story once, and be certain that their confidential information is used and shared appropriately."

Type of Information Shared

Typically, the following information may be collected and stored within the electronic record and shared with the professionals working with your child and family:

- Contact and demographic information
- Birth and developmental history
- Interview and assessment information
- Relevant reports such as diagnostic, school, lab, and transition reports
- Plan of care
- Assessment and progress information
- Clinical notes

Please assist us to keep 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 health, education, recreation and community services, Five Counties requires you to give express 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 to so that you understand how your providers will use and protect your information.
 - Clinicians will talk to the other therapists on your team and employed by Five Counties Children's Centre. This is implied when you are referred to Five Counties. You may withhold this consent by telling us who and what should be excluded.
 - Both parents, or both decision makers if there is more than one substitute decision maker, must agree to the assessment, treatment and sharing of information. If you do not believe that this requirement can be met, please talk to your clinician or administrative assistant at your Five Counties site.
- ***Withhold or withdraw consent for information sharing, except in specific circumstances*** where disclosure is legally required under the Child & Family Services Act, Personal Health Information Protection Act or ordered by a court
 - Once you provide consent we will act upon that consent until you identify for us that the service provider is no longer involved in your child's care OR you request to withdraw consent
- *Provide consent verbally*
- *Request access to your child's or your electronic record* and the information in it
- *Request that a correction be made to your record*

Five Counties Children's Centre staff must:

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

Five Counties Children's Centre staff are committed to improving information sharing practice to better meet the needs of your child and your family, while protecting the privacy of personal information in accordance with all relevant legislation.

For further information about the collection, use or sharing of personal information, or to discuss any concerns you may have, please contact Elizabeth Martinell, Privacy Officer, Five Counties Children's Centre (705) 748 2337 or 1-222-779-9916 ext. 320 or email emartinell@fivecounties.on.ca.

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