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IMCare Privacy Policy

Last updated: March 31, 2023

Introduction

At IMCare, we are committed to protecting and respecting the privacy of our patients. This Privacy Policy outlines how we collect, use, disclose, and protect your personal health information in compliance with the Personal Health Information Protection Act, 2004 (PHIPA) and other applicable privacy laws in Ontario, Canada.

By using our services, you consent to the collection, use, and disclosure of your personal health information as described in this Privacy Policy. We reserve the right to update this Privacy Policy at any time, so please review it frequently.

1. Collection of Personal Health Information

We collect personal health information about you directly from you, or from the person acting on your behalf. The information we collect may include your name, date of birth, address, health history, records of your visits to our office, and details about the care you received. In some cases, we may also collect personal health information about you from other sources, if we have obtained your consent to do so or if the law permits.

2. Use and Disclosure of Personal Health Information

We use and disclose your personal health information to:

- a. Provide and coordinate healthcare services, such as diagnosis, treatment, and referrals to other healthcare providers.
- b. Communicate with other healthcare providers involved in your care unless you have specifically requested otherwise.
- c. Obtain payment for your treatment and care, including from your private insurer or the Ontario Health Insurance Plan (OHIP).
- d. Conduct quality improvement, risk management, and patient safety activities.
- e. Comply with legal and regulatory requirements, including reporting to the appropriate authorities.
- f. Conduct research, subject to specific rules and regulations, and with your explicit consent when required.
- g. Fulfill other purposes permitted or required by law.

We will only use or disclose your personal health information for the purposes for which it was collected unless you have provided your consent or as required or permitted by law.

3. Security and Protection of Personal Health Information

We take steps to protect your personal health information from theft, loss, unauthorized access, copying, modification, use, disclosure, and disposal. We implement physical, administrative, and technical safeguards to ensure the security and confidentiality of your information. Our employees, contractors, and agents who have access to your personal health information are required to follow our privacy policies and procedures.

4. Access to and Correction of Personal Health Information

You have the right to access and request a copy of your personal health information, subject to certain exceptions as provided by law. If you believe that any information, we hold about you is inaccurate or incomplete, you have the right to request a correction. To access or correct your personal health information, please contact our Privacy Officer using the contact information provided below.

5. Contact Information and Privacy Officer

If you have any questions or concerns about our privacy practices or your personal health information, please contact our Privacy Officer at:

Tania Lycett,
IMCare
15 Henderson Street Port Hope
289-207-3200

We will respond to your inquiry or complaint as promptly as possible and take appropriate steps to address any concerns you may have.

6. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. We will notify you of any changes by posting the new Privacy Policy on our website or through other appropriate communication channels. Your continued use of our services after any changes to this Privacy Policy will constitute your acknowledgment and acceptance of such changes.

7. Governing Law

This Privacy Policy is governed by the laws of Ontario and the federal laws of Canada applicable therein.