



Essex-Windsor EMS Personal Health Information Practices

Our Privacy Commitment

Essex-Windsor EMS is committed to ensuring the privacy and maintaining the confidentiality of your personal health information. If you have any questions or concerns with respect to our practices, please contact our Privacy Officer at the address set out below.

What Personal Health Information Do We Collect?

Depending on the circumstances, Essex-Windsor EMS may collect your name, contact information including address, date of birth, health history (including previous treatment history), information regarding your current health condition and all information pertinent to your treatment by the paramedics. Essex-Windsor EMS collects your personal health information directly from you or from the person acting on your behalf unless otherwise required or permitted by law. Subject to the requirements of the law, you may withdraw consent, in whole or in part, to the use or disclosure of your personal health information at any time.

How Do We Use and Disclosure Personal Health Information

Essex-Windsor EMS uses and discloses your personal health information for a number of purposes including:

- To provide you with health care,
- To obtain payment for health care either directly from you or another private or public funder,
- To plan, administer and manage our internal operations,
- To train staff
- For service improvement activities (i.e. service surveys)
- To create statistics for service review and planning
- For risk and error management processes
- Any other purposes permitted or required by law.

Safeguards

Essex-Windsor EMS takes all reasonable steps to ensure the security of your personal health information including physical and electronic measures as well as security protocols.

Access and Correction

Except as required or permitted by law, you can request access to and/or correction of your personal health records by contacting the Essex-Windsor EMS Privacy Officer at the address at the bottom of this statement.

Contact

You may contact our EMS Privacy Officer at:

EMS Privacy Officer
The Corporation of The County of Essex
360 Fairview Avenue West,
Essex, Ontario
Phone: 519-776-6441 X335
Fax: 519-776-4455
E-mail: privacyofficer@countyofessex.on.ca

You may also contact the Information and Privacy Commissioner at:

Information and Privacy Commissioner/Ontario
2 Bloor Street East
Suite 1400
Toronto, Ontario
M4W 1A8
1-800-387-0073
Fax (416) 325-9195
E-mail: info@ipc.on.ca