

**CLEVELAND CLINIC CANADA
NOTICE OF INFORMATION PRACTICES**

At Cleveland Clinic Canada, we are committed to keeping your personal health information private. This Notice describes the privacy practices of Cleveland Clinic Canada. This Notice also describes how your personal information may be accessed by and disclosed to Cleveland Clinic Canada's affiliated facilities, including the Cleveland Clinic hospital located in Cleveland, Ohio, USA ("Cleveland Clinic US"). This Notice applies to all of the health records that identify you and the care you receive at Cleveland Clinic Canada.

CLEVELAND CLINIC CANADA AND AFFILIATED FACILITIES

All of our employees, physicians, agents, and affiliated facilities will adhere to the terms of this Notice.

All of these employees, physicians, agents and affiliated facilities may share your personal health information with each other for reasons of treatment, payment, health care operations and other uses as set out below.

HOW CLEVELAND CLINIC CANADA AND ITS AFFILIATED FACILITIES MAY COLLECT, USE AND DISCLOSE YOUR PERSONAL HEALTH INFORMATION

When you become a patient of Cleveland Clinic Canada, we may from time to time collect, use and disclose your personal health information for the reasons described in this Notice. The following categories describe some of the ways that we may collect, use and disclose your personal health information.

Treatment. We may collect, use and disclose your personal health information to provide you with health care services. We may disclose your health information to physicians, nurses, technicians, medical or nursing students, or other persons who need that information to take care of you. This may involve disclosing your personal health information to our affiliated facilities, including Cleveland Clinic US or other treating health care providers, including specialists and family physicians who are referring doctors.

Payment. We may collect, use and disclose your personal health information so that the health care you receive may be billed and paid for by you, your insurance company, the Ontario Health Insurance Plan or another third party. For example, we may tell your health plan about a treatment you are going to receive so we can get prior payment approval or to determine if your plan will pay for the treatment.

Health Care Operations. We may use your personal health information for health care operations. This may help us operate Cleveland Clinic Canada to maintain and improve patient care. For example, we may use your personal health information for the purpose of risk management, error management or to improve or maintain the quality of care or to improve or maintain the quality of any related programs or services.

Contacting you. We may collect, use and disclose your personal health information to reach you about appointments and other matters. We may contact you by mail, telephone or e-mail. We may leave voice messages at the telephone number you provide us with, and we may respond to your e-mail address.

Health-Related Services. We may collect, use and disclose personal health information about you to send you mailings about health-related products and services available at Cleveland Clinic Canada or Cleveland Clinic US.

Charitable Support. We may collect, use and disclose your personal health information to contact you in an effort to raise funds to support Cleveland Clinic Canada or Cleveland Clinic US. If we do so, we will also tell you how to cancel these communications.

Medical Research. We may collect, use and disclose your personal health information to perform medical research.

Education. We may collect, use and disclose your personal health information for teaching purposes.

Compliance. We may collect, use and disclose your personal health information to comply with legal and regulatory requirements, including the delivery of patients' charts and records to the Royal College of Physicians and Surgeons of Ontario in a timely fashion, when required, according to the provisions of the *Regulated Health Professions Act*.

AUTHORIZATION FOR OTHER USES AND DISCLOSURES

We will not collect, use or disclose your personal health information for reasons other than as outlined in this notice without your authorization or as otherwise permitted or required. If a new purpose arises for the use and/or disclosure of your personal health information, we will seek your approval in advance.

YOUR RIGHTS REGARDING YOUR PERSONAL HEALTH INFORMATION

You may, subject to some legal exceptions, access and request a copy of and correct your own personal health information, or withdraw your consent for some of the above uses by contacting our Privacy Office at the address below. Your request to inspect or obtain a copy or correct your personal health information must be submitted in writing, and be signed and dated. We may charge a reasonable fee for processing your request. Requests for billing records should be sent to our billing department.

We will never supply your information to an advertiser. Our office will not under any conditions supply your insurer with your confidential medical history. In the event that this kind of request is made, we will forward the information directly to you for review, and for your specific consent.

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with Cleveland Clinic Canada or with the Information and Privacy Commissioner/Ontario. To file a complaint with Cleveland Clinic Canada, you must submit your complaint in writing to the Privacy Office at the address provided at the end of this Notice. To file a complaint with the Information and Privacy Commissioner/Ontario, contact the office of the Commissioner at:

Information and Privacy Commissioner / Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Telephone: 416-326-3333 or 1-800-387-0073
Facsimile: 416-325-9195
TTY: 416-325-7539
Website: www.ipc.on.ca
Email address: info@ipc.on.ca.

CHANGES TO THIS NOTICE

Cleveland Clinic Canada may change this Notice at any time. Any change in the Notice could apply to personal health information we already have about you, as well as any information we receive in the future. We will post a copy of the current Notice at our facilities and on our Website at www.ClevelandClinicCanada.com.

If you have questions about this Notice, please contact our Privacy Officer at:

Cleveland Clinic Canada
Toronto Health and Wellness Centre
BCE Place, Suite 3000
181 Bay Street, Box 818
Toronto, Ontario M5J 2T3

Attention: Dr. Sharon Mintz, Privacy Officer

416.507.6600
888.507.6885

**CONSENT TO THE COLLECTION, USE AND DISCLOSURE OF
PERSONAL HEALTH INFORMATION**

I, _____, have reviewed the Notice of Information Practices of Cleveland Clinic Canada (the "Clinic") concerning the collection, use and disclosure of personal health information.

I understand that the Clinic will only collect, use and disclose my Personal Health Information with my consent as set out herein and in the Notice of Information Practices, unless a particular collection, use or disclosure is permitted or required by law without my consent.

I also understand that I can refuse to sign this consent form. I can also withdraw my consent at any time by writing to:

Cleveland Clinic Canada
Toronto Health and Wellness Centre
Brookfield Place, Suite 3000
181 Bay Street, Box 818
Toronto, Ontario M5J 2T3

Attention: Dr. Sharon Mintz, Privacy Officer

I hereby authorize Cleveland Clinic Canada to collect, use and disclose my Personal Health Information for the purposes that I have checked off above.

Name: _____

Address: _____

Signature: _____

Date: _____