

## **The Critical Care Information System Privacy Program**

CritiCall is committed to protecting the privacy of personal health information under its custody or control in accordance with Ontario's *Personal Health Information Protection Act, 2004* (PHIPA), internationally accepted fair information principles and Ontario patients' expectation for privacy and confidentiality.

Specifically, to protect the personal health information maintained in the Critical Care Information System (CCIS), operated by CritiCall on behalf of Hamilton Health Sciences, CritiCall has implemented the **CCIS Privacy Program**, consisting of the CCIS Privacy Policy, related privacy procedures, a CCIS user training plan and answers to frequently asked questions to educate CCIS users, patients and visitors on CritiCall's privacy practices.

### ***The CCIS Privacy Policy and Procedures***

The CCIS Privacy Policy outlines the privacy practices of the CCIS and is based on the 10 fair information principles of the Canadian Standards Association's *Model Code for the Protection of Personal Information*. These principles have become the foundation upon which most federal and provincial privacy statutes and organizational policies have been built, including PHIPA. The policy is supported by two procedures that outline how access to the CCIS is granted, controlled and monitored and provide direction in the event of a privacy breach involving the CCIS. Together, the CCIS Privacy Policy and procedures govern the activities of CCIS users and outline their specific privacy responsibilities when handling personal health information maintained in the CCIS.

### ***CCIS Privacy Training***

CritiCall conducts privacy training sessions for its staff who require access to the CCIS. These sessions:

- Explain the CCIS Privacy Policy and Procedures;
- Describe the specific privacy responsibilities of system users respect to the personal information maintained in the CCIS;
- Present practical tips for handling common situations involving access, use and disclosure of personal health information via the CCIS; and
- Answer questions about privacy and patient confidentiality issues.

### ***Contact Us***

For more information on CritiCall's privacy practices, contact us:

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