

October 2024

Notice of Collection, Use and Disclosure of Personal Health Information

Dentistry on Catherine Street (DOCS) is a patient first clinic that prioritizes patient privacy, data integrity and data security. DOCS is committed to maintaining the confidentiality and security of personal health information and takes the necessary precautions to protect the privacy of personal health information. We ensure that personal health information is only accessed by those personnel directly involved in the patient's care. All patient information is stored and disposed of in a secure manner (when applicable regulatory retention periods have expired).

Collection of Personal Health Information

DOCS collects personal health information from patients, or those acting on their behalf, in order to provide quality health care. The personal health information collected includes patient: name, address, date of birth and facts about personal health and family health history. We retain all records of patient visits to our office, including any diagnostic imaging, dental impressions, photographs and any other information related to patient care according to Royal College of Dental Surgeons of Ontario (RCDSO) regulations. DOCS will also occasionally (with patient consent) collect personal health information from other sources such as family physicians and referring doctors. DOCS maintains private and secure computer servers that are wholly owned and operated by DOCS. All digital information is secured on our servers.

Use and Disclosure of Personal Health Information

DOCS collects, retains and discloses personal health information for the following purposes:

- The delivery of care;
- Monitoring and evaluating the delivery and outcomes of patient care;
- With explicit patient permission, and after removing all identifying information, health information may be used for purposes of quality assurance, research, teaching, and academic publications; and
- Complying with Federal and Provincial government and RCDSO legal and regulatory requirements.

Third Party Service Providers

In an effort to provide our patients with a seamless experience, DOCS engages third party providers to assist with digital patient information management, and digital communications. DOCS uses software provided by **ABELDent** to manage our digital patient charts, patient bookings, payments, and other information necessary to the management of our clinic. DOCS uses **RecallMax** to provide end-to-end encrypted communications between DOCS and our patients. DOCS uses the **Canadian Dental Association Secure Send**, an encrypted document sharing service, to communicate patient information to the patient's general dentist. From time to time, DOCS will use other providers to communicate patient information to the patient's general dentist based on that dentist's preference. We encourage all of our patients to refer to their general dentist's privacy policy for more information.

ABELDent's Patient Privacy Statement may be accessed at: <https://www.abeldent.com/About/PatientPrivacyPolicy>

RecallMax's Privacy Policy may be accessed at: <https://www.recallmax.com/en-ca/privacy-policy>

For more information on **CDA Secure Send**, visit <https://www.cda-adc.ca/en/services/securesend/>

Access to Personal Health Information

Personal health information is collected and used with the patients' implied consent. Patients have the right to:

- Access and correct personal health information; and
- Withdraw consent from DOCS for any or all of the ways in which personal health information is used. (Note: Patient withdraw of consent cannot prevent DOCS from recording and retaining information that is required by law, professional standards or our practice)

Requests to access personal health information or questions about personal health information collection and retention at DOCS can be directed to the Privacy Officer, Thomas MacKay, at 613-234-1211 ext. 373, tmackay@docsottawa.com.

The Information and Privacy Commissioner (IPC) of Ontario

The IPC oversees the administration of provincial privacy legislation for health information custodians. If patients are concerned with how DOCS has handled Personal Health Information, the Commissioner can be reached at:

2 Bloor Street East, Suite 1400, Toronto, Ontario, M4W 1A8, 1-800-387-0073. www.ipc.on.ca

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