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**Toronto Paramedic Services**  
Paul Raftis, Chief

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## **Toronto Paramedic Services Information Practices**

### ***Protecting your Personal Health Information is important to Toronto Paramedic Services***

The City of Toronto's Paramedic Services Division provides emergency pre-hospital medical services and transportation to the ill and injured in our community. In order to provide these services and ensure that you receive proper care, Toronto Paramedic Services needs to ask you for certain personal health information.

As an individual who uses our services you have the right to know how we collect, use, maintain and disclose personal health information. You have a right to expect that, to the best of our ability, the personal health information held by us remains accurate, confidential and secure.

### ***Privacy of your Personal Health Information***

Toronto Paramedic Services is committed to maintaining the confidentiality and security of personal health information and has a number of practices in place to protect the privacy of your personal health information. For example, your health information that is collected by our paramedics is maintained in a secured database in a location at our Headquarters that has restricted access. Only those who are directly involved in your care and service or those who have a legal right to see your records are permitted access to your personal health information.

Previously, Toronto Paramedic Services has always taken care to protect all of your personal information in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy (MFIPPA) Act. In 2004, the Government of Ontario enacted privacy legislation for all health care providers in the province. This legislation, the Personal Health Information Protection Act, 2004 (PHIPA), requires that strict rules be followed to protect the personal health information collected, used and/or disclosed by a "health information custodian". Toronto Paramedic Services is a "health information custodian" under this legislation; as such we have taken additional steps to further protect your personal health information.

### ***Collection and Use***

Toronto Paramedic Services uses a state-of-the-art tablet computer with an application called TabletPCR<sup>®</sup> to collect and use information about you and your health. Our paramedics collect your personal health information and store it in a secure computer application until our interaction with you is complete. Once complete, your information is encrypted before being transmitted over a secure private network to our central database at Toronto Paramedic Services Headquarters. There the information is stored in a secured database and only released to other health information custodians; to your hospital to facilitate care; when required by law or with your expressed consent.

This information is collected and used to help provide you with care and service by paramedics and the health care system or to process payments for health related services.

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This information includes:

- ✓ Your name, address and may include your Ontario Health Card number;
- ✓ Facts about your health, health care history and the health care that you have been provided.

Non-identifying information related to your care and service is used for administration, management, strategic planning, decision-making, research, and quality of care reviews with staff and for regulatory compliance requirements.

### *Access and Disclosure*

You have the right to request access to your personal health information and to receive a copy of your personal health care records subject to limited exceptions as set out in PHIPA. You also have the right to ask us to correct a record if it is inaccurate.

Your personal health information is private. Unless Toronto Paramedic Services is required to disclose your personal health information for law enforcement purposes, or is specifically authorized to share your health information with others, we cannot and will not give out any of your personal health information without your consent. If you provide consent to let a family member or your legal representative see your personal health information, then the family member or legal representative may be allowed access to the part(s) of the personal health record that you have consented to let them see. You also have the right to withdraw or change the conditions of your consent subject to certain conditions as set out in PHIPA. If you have questions about access please direct your inquiry to the Commander, Professional Standards, Toronto Paramedic Services whose contact information is listed at the bottom of this page.

### *Do you need additional information or do you have any questions?*

If you would like to know more about how your personal health information is collected, used, maintained and disclosed, or if you have a concern or a complaint about access to your personal health information, please contact the Commander, Professional Standards, Toronto Paramedic Services. You also have the right to contact the City of Toronto, Access & Privacy Office or the Information and Privacy Commissioner of Ontario if you wish further clarification after speaking with our representative.

Toronto Paramedic Services is committed to providing excellent pre-hospital medical care and transportation services to our community. Our commitment extends to protecting your rights and privacy, including the privacy of your personal health information.

For further information, or to address any question or concerns, please contact:

**Commander, Professional Standards  
Toronto Paramedic Services  
4330 Dufferin Street  
Toronto, ON M3H 5R9**

**Or by telephone at: 416-392-2222**

**Fax: 416-392-2039**

**By e-mail at: [ems-psu@toronto.ca](mailto:ems-psu@toronto.ca)**

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