

Administration and Governance

Name:	Board Membership
Location:	Executive Office
Legal Authority:	Corporations Act (Ontario) s. 300
Information maintained:	<u>Direct Personal Information</u> Some or all of name, email, assistant's name, assistant's telephone, assistant's email, home address, home telephone
Uses:	To document the membership of the hospital's governing bodies and to produce mailing labels
Users:	Corporate Assistants
Individuals in Bank:	Directors, comprised of staff and members of the public
Retention and Disposal:	See PRHC record retention policy

Business Office

Name:	Patient Ledger Card
Location:	Business Office
Legal Authority:	Income Tax Act s. 230 (1)
Information maintained:	Direct Personal Information Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	For Administrative purposes; maintenance of files
Users:	Business Office Staff
Individuals in Bank:	Patients
Retention and Disposal:	See PRHC record retention policy

Name:	Customer and Billing Invoices
Location:	Business Office
Legal Authority:	Income Tax Act s. 230 (1)
Information maintained:	Direct Personal Information Some or all of name, address, telephone number, record of payment (may include debit, bank, credit card, cheque or other payment type information), services received, vehicle information, related correspondence.
Uses:	To administer monies receivable or received by the hospital from individuals
Users:	Business Office Staff
Individuals in Bank:	Patients
Retention and Disposal:	See PRHC record retention policy

Corporate Communications

Name:	Images
Location:	Communications Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990 Patient form: Consent for Media Interview/Audio/Visual Recording
Information maintained:	Photographic images of people and events at or associated with the hospital, personal stories, facts
Uses:	Used to promote the Hospital in internal and external publications
Users:	Corporate Communications Staff
Individuals in Bank:	Staff, physicians, volunteers, patients, members of the public
Retention and Disposal:	Indefinite

Freedom of Information

Name:	Freedom of Information Requests
Location:	Freedom of Information Office
Legal Authority:	Freedom of Information and Personal Privacy Act (FIPPA)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, record of payment, subject of request, personal information related to nature of request
Uses:	Processing of access requests and corrections to personal information requests, or investigations of privacy complaints under FIPPA
Users:	Freedom of Information Coordinator, Privacy Officer
Individuals in Bank:	Individuals making requests
Retention and Disposal:	As required under FIPPA legislation

General Administration

Name:	Attendance and Scheduling
Location:	Payroll & CSSO (Central Staffing)
Legal Authority:	Employment Standards Act
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number, leaves of absence, hours of work, overtime, statutory holidays, sick time taken, vacation days, attendance, shift schedules
Uses:	Documentation of attendance, recording and management of sick time, processing payroll, creating statistical reports
Users:	Human Resources, Department Managers, unit clerks, Scheduling Office, Payroll
Individuals in Bank:	Staff
Retention and Disposal:	See PRHC record retention policy

Health Records

Name:	Health Records under the Personal Health Information Protection Act (PHIPA)
Location:	Health Records Office
Legal Authority:	Personal Health Information Protection Act (PHIPA)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, date of birth, gender <u>Direct Personal Health Information</u> Some or all of name, address, telephone number, email address, date of birth, OHIP number, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual
Uses:	Information is used to maintain records of patients treated at the hospital
Users:	Health Records department
Individuals in Bank:	Patients
Retention and Disposal:	See PRHC record retention policy

Name:	Requests for PHI files
Location:	Health Records Office
Legal Authority:	Personal Health Information Protection Act (PHIPA)
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, date of birth, gender <u>Direct Personal Health Information</u> Some or all of name, address, telephone number, email address, date of birth, OHIP number, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual
Uses:	To process requests for Personal Health Information
Users:	Health Records department
Individuals in Bank:	Patients, physicians, lawyers and others authorized to request PHI of another individual
Retention and Disposal:	See PRHC record retention policy

Name:	Master Patient Index
Location:	Health Records Office
Legal Authority:	Public Hospitals Act, R.S.O. 1990; Personal Health Information Protection Act (PHIPA), S.O. 2004
Information maintained:	<u>Personal Health Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	Information is used to facilitate health care, maintain patient records and for contact/reporting purposes
Users:	Authorized individuals
Individuals in Bank:	Patients
Retention and Disposal:	See PRHC record retention policy

Name:	Patient Chart – Health Record
Location:	Health Records Office
Legal Authority:	Public Hospitals Act, R.S.O. 1990; Personal Health Information Protection Act (PHIPA), S.O. 2004
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, physician personal information <u>Personal Health Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	Administrative purposes; maintenance of files
Users:	Staff, physicians
Individuals in Bank:	Patients
Retention and Disposal:	See PRHC record retention policy

Name:	Patient Diagnostic Images
Location:	Diagnostic Imaging Department
Legal Authority:	Public Hospitals Act, R.S.O. 1990; Personal Health Information Protection Act (PHIPA), S.O. 2004
Information maintained:	<u>Personal Health Information</u> Some or all of name, Diagnostic Imaging records
Uses:	Diagnosis, care and treatment of patient
Users:	Diagnostic Imaging staff, care providers
Individuals in Bank:	Patients
Retention and Disposal:	See PRHC record retention policy

Name:	Patient Registration
Location:	Emergency, inpatient, operating room, outpatient
Legal Authority:	Public Hospitals Act, R.S.O. 1990; Personal Health Information Protection Act (PHIPA), S.O. 2004
Information maintained:	<u>Personal Health Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	Information is used to make recommendations regarding medical care
Users:	Authorized staff
Individuals in Bank:	Patients
Retention and Disposal:	See PRHC record retention policy

Human Resources

Name: Personnel Records	
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O. 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home/emergency contact information, next-of-kin, beneficiary information, SIN, employee number, education information, research information, employment information, performance evaluations, discipline information, grievance information, criminal record check, attendance, financial information, disability information, photographs, reference letters, comments and opinions.
Uses:	Information is used to administer the employment relationship from the point of hiring to termination in accordance with established policies, collective agreements and legislative requirements and for contact/reporting purposes.
Users:	Authorized Human Resources staff
Individuals in Bank:	Former and current employees; emergency contacts, beneficiaries
Retention and Disposal:	See PRHC record retention policy
Name: Employee Competition & Recruitment	
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O. 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, gender, marital/family status, employee number, education information, employment information, offers of employment, contract status, union affiliation, reference letters, comments and opinions.
Uses:	Administration of the hiring process; maintenance of files
Users:	Authorized Human Resources staff
Individuals in Bank:	Prospective employees and employees
Retention and Disposal:	See PRHC record retention policy

Name:	Grievances and Arbitration
Location:	Human Resources
Legal Authority:	Labour Relations Act, 1995, c. 1, s. 48
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, gender, employee number, education information, employment information, union affiliation, comments and opinions
Uses:	Information used to respond to employee grievances
Users:	Human Resources staff
Individuals in Bank:	Employees with grievances
Retention and Disposal:	See PRHC record retention policy

Name:	Human Rights Complaints and Investigations
Location:	Human Resources
Legal Authority:	Human Rights Code, R.S.O. 1990, c. H. 19, s. 5, 6, 23
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, gender, marital/family status, employee number, employment information, offers of employment, designated group status, contract status, union affiliation, comments and opinions
Uses:	Information used to respond to employee grievances
Users:	Human Resources and Labour Relations staff
Individuals in Bank:	Individuals involved in a complaint regarding discrimination or harassment as a complainant, respondent, witness or responsible manager.
Retention and Disposal:	See PRHC record retention policy

Name:	Learning Plans
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, educational history, employment history
Uses:	Administration; maintenance of files
Users:	Human Resources, authorized Managers
Individuals in Bank:	Employees
Retention and Disposal:	See PRHC record retention policy

Name:	Leave Management
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number
Uses:	Administration; maintenance of files
Users:	Human Resources, authorized Managers
Individuals in Bank:	Employees
Retention and Disposal:	See PRHC record retention policy

Name:	Police Reference Check Program
Location:	Human Resources
Legal Authority:	Developmental Services Act – R.R.O. 1990, Reg. 272, 13(1) K, Report No. 8 of the Economic Development Committee (Clause 6) {Police Reference Checks and the Hiring Process}
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, gender, address, telephone number, email address
Uses:	Determining suitability of successful candidates for positions with the hospital
Users:	Human Resources
Individuals in Bank:	Employees
Retention and Disposal:	See PRHC record retention policy

Name:	Investigation and Complaint Record
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, gender, employee/student number, employment information, details of issue and related documents
Uses:	Investigation and resolution of employee complaints, employee misconduct; management of labour relations and administration of the grievance and arbitration process
Users:	Human Resources
Individuals in Bank:	Individuals involved in investigations/complaints
Retention and Disposal:	See PRHC record retention policy

Name:	Record of Training
Location:	Human Resources
Legal Authority:	Occupational Health and Safety Act, R.S.O. 1990, c. 0.1, s 25
Information maintained:	<u>Direct Personal Information</u> Some or all of name, training history including certificates, test and result information, employee sign-off sheet
Uses:	Administration, maintenance of employee training records and information
Users:	Human Resources
Individuals in Bank:	Employees
Retention and Disposal:	See PRHC record retention policy

Name:	Workplace Compensation and Disability Management
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home contact information, SIN, employee number, employment information, long-term disability claim information, Workplace Safety and Insurance Board claim information, financial information
Uses:	Administration of claims and benefits, monitoring accommodation and return-to-work planning
Users:	Human Resources
Individuals in Bank:	Employees, dependents and beneficiaries
Retention and Disposal:	See PRHC record retention policy

Name:	Parking
Location:	Human Resources, Parking Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Freedom of Information and Protection of Privacy Act
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number, vehicle information
Uses:	Administration of parking services
Users:	Human Resources, authorized Parking staff
Individuals in Bank:	Employees, physicians, students
Retention and Disposal:	See PRHC record retention policy

Infection Prevention & Control

Name:	Infection Prevention & Control Records
Location:	Infection Prevention & Control Department
Legal Authority:	Health Protection and Promotion Act, R.S.O. 1990, c. H.7, s. 5, 25
Information maintained:	<u>Personal Health Information</u> Some or all of name, hospital number, medical information (including lab results)
Uses:	Reporting, diagnosis, treatment, isolation status, follow-up and referral for each patient
Users:	Infection Prevention & Control staff and physicians
Individuals in Bank:	Individuals who have a positive lab result for microorganisms
Retention and Disposal:	See PRHC record retention policy

Information Systems

Name:	System and Accounts Administration Records
Location:	Information Systems
Legal Authority:	Public Hospitals Act, R.S.O. 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, username, password, home contact information, employee number
Uses:	Creation of telephone, Internet and email accounts for staff members and physicians; administration of access permissions, responding to user inquiries, investigation of incidents, production of reports and contact purposes.
Users:	Information Systems staff
Individuals in Bank:	Current and former staff, students, volunteers and physicians
Retention and Disposal:	See PRHC record retention policy

Library Services

Name:	Library Requests
Location:	Library Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Freedom of Information and Protection of Privacy Act
Information maintained:	<u>Direct personal information</u> Some or all of name and personal/home contact information
Uses:	Documentation of information requests to and responses from hospital library
Users:	Authorized staff members
Individuals in Bank:	Employees, physicians, students
Retention and Disposal:	See PRHC record retention policy

Medical Affairs

Name: Credentialing Records	
Location:	Medical Affairs
Legal Authority:	Public Hospitals Act, R.S.O. 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home & business contact information, date & place of birth, education & training information, experience in practice information, present & previous hospital appointment information, research information, governing body license number & certificate of professional conduct, professional liability member number & certificate, OHIP billing number, reference names & contact information, legal/disciplinary information, criminal record check/vulnerable sector check, professional college memberships/certification certificates, reference letters, comments and opinions.
Uses:	Information is used to administer medical staff privileges from the point of initial appointment to resignation/termination in accordance with established policies, by-laws and legislative requirements and for contact/reporting purposes.
Users:	Authorized Medical Affairs staff
Individuals in Bank:	Former and current medical staff, references
Retention and Disposal:	See PRHC record retention policy

Name: Medical Benefit Records	
Location:	Medical Affairs
Legal Authority:	Public Hospitals Act, R.S.O. 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, date of birth, gender, marital/family status, plan certificate number, spousal and dependent information, comments and opinions.
Uses:	Administration of the medical benefit program.
Users:	Authorized Medical Affairs staff
Individuals in Bank:	Former and current medical staff, spouse, dependents
Retention and Disposal:	See PRHC record retention policy

Occupational Health & Safety

Name:	Occupational Health and Safety Records
Location:	Occupational Health and Safety Department
Legal Authority:	Occupational Health and Safety Act; Workplace Safety and Insurance Act
Information maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home contact information, marital/family status and information, employee number, employment information, medical information <u>Other Information</u> Correspondence
Uses:	Upholding the Hospital's responsibility to provide a safe and healthy workplace, and to respond to occupational health and safety issues
Users:	Occupational Health & Safety staff, authorized Physicians and Nurse Practitioners
Individuals in Bank:	Employees, students, volunteers, physicians
Retention and Disposal:	See PRHC record retention policy

Patient Relations

Name:	Patient Relations Files
Location:	Patient Relations Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Excellent Care for All Act (Bill 128)
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, opinions <u>Other information</u> Correspondence and other supporting documentation
Uses:	Investigation and resolution of complaints
Users:	Patient Relations Officer and Directors or Managers involved in the investigation
Individuals in Bank:	Patients or other complainant(s), staff, students, volunteers, physicians
Retention and Disposal:	See PRHC record retention policy

Payroll

Name:	Employee Payroll Files
Location:	Finance Office
Legal Authority:	Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.
Information maintained:	Records related to individual employees' pay history profiles. Includes information on rates of pay, hours of work, reported absences, garnishments, pay rate changes, elective and mandatory payroll deductions for each employee
	<p><u>Direct Personal Information</u> Some or all of name, address, gender, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number</p> <p><u>Other Information</u> Correspondence</p>
Uses:	Calculation and administration of payroll services
Users:	Payroll staff, Human Resources staff
Individuals in Bank:	Employees
Retention and Disposal:	See PRHC record retention policy

Name:	Benefits Records
Location:	Finance Office
Legal Authority:	Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.
Information maintained:	<p><u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, employment history</p> <p><u>Other Information</u> Correspondence, record of payment</p>
Uses:	Administration, maintenance of files
Users:	Payroll office, Human Resources
Individuals in Bank:	Employees, physicians
Retention and Disposal:	See PRHC record retention policy

Name: Pension Records

Location: Finance Office

Legal Authority: Employment Insurance Act, 1996

Information maintained: Direct Personal Information
Name, address, telephone number, email address, employee number, SIN, benefit information, financial history, employment history, tax information

Uses: Administration of pension entitlements and financial planning

Users: Payroll office, Human Resources

Individuals in Bank: Employees

Retention and Disposal: See PRHC record retention policy

Name: Payroll Register/Pay Period Processing

Location: Finance Office

Legal Authority: Employer Health Tax Act, R.S.O. 1990, c. E. 11, s. 12; Canada Pension Plan, R.S., 1985, c. C-8, s. 24; Employment Insurance Act, 1996, c. 23, s. 87; Income Tax Act, S.C. 1970-71-72, c. 63, s. 230

Information maintained: Records relating to the administration and processing of employee salary and expense payments during regularly-scheduled pay periods

Direct Personal Information
Some or all of name, address, gender, gross pay, net pay, deductions, details of hours worked and hours paid, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number

Uses: Administration; provision of payroll information for Canada Customs and Revenue Agency and Audit requirements.

Users: Payroll office, Human Resources

Individuals in Bank: Employees

Retention and Disposal: See PRHC record retention policy

Name:	Pay Deduction Authorizations
Location:	Finance Office
Legal Authority:	Corporations Act (Ontario), s. 300; Employment Standards Act, 2000
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, employment history, deduction history
Uses:	Administration; maintenance of files
Users:	Payroll office, Human Resources
Individuals in Bank:	Employees
Retention and Disposal:	See PRHC record retention policy

Name:	T4/T4A Reports & Canada Pension Plan Contributions
Location:	Finance Office
Legal Authority:	Income Tax Act s. 230(1), Income Tax Act Regulations s. 5800
Information maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, financial history, employment history, pay & deduction history
Uses:	Administration; maintenance of files
Users:	Payroll office
Individuals in Bank:	Employees
Retention and Disposal:	See PRHC record retention policy

Pharmacy

Name:	Pharmacy Dispensing Records
Location:	Pharmacy Department
Legal Authority:	Public Hospitals Act, R.S.O. 1990; Personal Health Information Protection Act, S.O. 2004; Pharmacies Regulation Act
Information maintained:	<p><u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, date of birth, gender, drug prescribed</p> <p><u>Direct Personal Health Information</u> Some or all of OHIP number, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual</p>
Uses:	Administration; maintenance of files
Users:	Pharmacy staff, physicians
Individuals in Bank:	Patients
Retention and Disposal:	See PRHC record retention policy

Quality and Risk

Name:	Incident Reports
Location:	Quality and Risk Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, employee number, nature of conflict, witness statements, interview notes, meeting notes, supporting documents, opinions
	<u>Other Information</u> Correspondence
Uses:	Responding to incidents; administration and maintenance of files
Users:	Quality and Risk office, Security staff and management
Individuals in Bank:	Public, patients, staff, volunteers, students, physicians
Retention and Disposal:	See PRHC record retention policy

Security

Name:	Security Reports
Location:	Security Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, date of birth, gender, employee number, known aliases, driver's licence number, financial information, health information, employment history, legal information, criminal history, nature of incident/complaint, incident summary, dispatch number, incident number, case number, police case number, images, audio recordings, name of officer, witness statements, case notes
Uses:	Investigation of security incidents; maintenance of a safe environment
Users:	Security staff, coordinators and managers, authorized individuals involved in investigations
Individuals in Bank:	Public, patients, staff, volunteers, students, physicians
Retention and Disposal:	See PRHC record retention policy

Name:	Video Surveillance Records
Location:	Security Office
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Video images of people on hospital property/facilities
Uses:	Investigation of incidents relating to safety or security
Users:	Security staff, authorized individuals involved in investigations
Individuals in Bank:	Public, patients, staff, volunteers, students, physicians
Retention and Disposal:	See PRHC record retention policy

Name:	I.D. Card and Key Card Access Records
Location:	Security Office and Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number and photographs
Uses:	Administration and maintenance of hospital facility access control
Users:	Security staff, Human Resources
Individuals in Bank:	Staff, volunteers, students, physicians, consultants/contractors
Retention and Disposal:	See PRHC record retention policy

Volunteer Services

Name: Volunteer Records	
Location:	Volunteer Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references/reference letters, education history, criminal reference checks, training, awards, emergency contact information, shifts, positions held, performance notes, interview notes, TB tests
Uses:	Administration and maintenance of files
Users:	Volunteer Services Manager, coordinators, administrative assistants
Individuals in Bank:	Volunteers
Retention and Disposal:	See PRHC record retention policy

Name: Volunteer Applications	
Location:	Volunteer Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references
Uses:	Administration and maintenance of files
Users:	Volunteer Services Manager, coordinators, administrative assistants
Individuals in Bank:	Volunteers
Retention and Disposal:	See PRHC record retention policy