

# Electronic health information supporting high quality and timely care



Your personal health information collected at multiple health care facilities may be accessed by your health care team to provide you with the treatment and care you require. To access your electronic health information, our organization uses connecting South West Ontario Program's Regional Clinical Viewer, ClinicalConnect™.

ClinicalConnect is a secure, web-based system that brings together your health information collected from regional hospitals, community care access centres and other provincial electronic health care information systems.

## How is your information in ClinicalConnect protected?

Your information is kept in strict confidence and is used only as authorized or required by law. Safeguards outlined in the Personal Health Information Protection Act apply to this system and include:

- ✓ Limiting access to individuals who have a "need-to-know" in order to provide care
- ✓ Keeping track of who has accessed your information through logs and audit
- ✓ Offering privacy and security training to those authorized to use the system
- ✓ Putting in place policies, procedures and controls to protect your information

## What type of information is available through ClinicalConnect?

It includes information used by health care providers to make important decisions regarding your care. It includes dates a patient was admitted to or discharged from hospital, known allergies, lab and x-ray tests and results, hospital reports, prescriptions and more.

## Who can access ClinicalConnect?

Only members of your health care team may view your secure information in ClinicalConnect. This includes doctors and nurses in hospitals and family practices, therapists, pharmacists, social workers and community care coordinators, to name a few.

## Consult with our Privacy Office to:

- ✓ Find out who has looked at your information in the system
- ✓ Request a copy of your information or to submit a correction request
- ✓ Restrict access to your health information in ClinicalConnect
- ✓ Get more information

**Anna Tersigni Phelan, Manager**  
1-844-624-2993 x2011

## For information about your privacy rights

or if you are not able to resolve an issue directly with us, contact Ontario's Information and Privacy Commissioner:

Tel: (416) 326-3333 or (905) 326-3333

Toll free: 1 (800) 387-0073 (within Ontario)

[www.ipc.on.ca](http://www.ipc.on.ca)

Visit us online for more information:

cSWO Program: [ehealthontario.on.ca/en/regional-partners/view/cswo](http://ehealthontario.on.ca/en/regional-partners/view/cswo)

ClinicalConnect: [info.clinicalconnect.ca](http://info.clinicalconnect.ca)



CONNECTING SOUTH WEST ONTARIO

