

SPRINT Senior Care's Client Privacy Policy

In accordance with the Personal Health Information and Protection Act (PHIPA), SPRINT Senior Care clients have the right to privacy in all areas of service provision.

SPRINT Senior Care has clear policies designed to protect the confidentiality of information regarding clients within our organization. These policies address the issues of collection, use, disclosure, secure handling, retention, and disposal of personal health information in its custody. Our client record management system is comprehensive and ensures that each client's privacy is respected. In addition, only data relevant to service delivery to the client is collected and maintained in the client record.

As a requirement of the Toronto Central Local Health Integration Network Resource Matching and Referral (RM&R) Data Sharing Agreement, SPRINT Senior Care may collect, use and disclose client personal health information. In this case, the collection, use and disclosure of personal health information are solely for the purpose of electronically sending personal health information between relevant Health Information Custodian who are partners in RM&R.

SPRINT Senior Care makes available to all its clients, information on its privacy policies and procedures with respect to personal information. This includes the contact information for SPRINT Senior Care's Privacy Officer.

Information regarding clients and their care is only released to a third party when authorized by the client or the person legally authorized to make decisions for them, or when otherwise legally required. In each case, the client must sign consent for the release of information, which is kept on file. Each client is informed of what the release of information entails. Verbal information is shared with the client's verbal consent.

Staff and volunteers are educated on the need to respect the dignity and privacy of each client. All staff receive written guidelines, which clearly outline policies, which protect the confidentiality of each client and employee. All staff and volunteers sign a statement of confidentiality annually.