

Contact Us

If you

- Do not want to receive our satisfaction survey;
- Do not want your contact information shared with the Ottawa Senators Foundation;
- Wish to withdraw or place conditions on your consent to restrict how your information is used or shared; or
- Would like more information about our information practices.

Roger Neilson House

399 Smyth Road

Ottawa ON K1H 8L2

613-523-6300

info@rogerneilsonhouse.ca

If you think that Roger Neilson House has violated your privacy right, you may contact the Information/Privacy Commissioner of Ontario at:

2 Bloor Street East, Suite 1400

Toronto ON M4W 1A8

Email: info@ipc.on.ca

Web: www.ipc.on.ca

Protecting the Privacy of Your Information at Roger Neilson House



Roger Neilson House

399 Smyth Road
Ottawa ON K1H 8L2

Phone: 613-523-6300

Fax: 613-523-3617

Web: www.rogerneilsonhouse.ca



Roger Neilson House's Commitment to Privacy

In order to provide the best care possible, we need to collect and use information about you, your child and your family. Roger Neilson House is committed to keeping your information safe and confidential and we follow the rules set out in law about collecting, using, and disclosing your information.

How We Protect Your Information

We have safeguards (i.e. security, passwords, and policies) in place to make sure personal information stays private. Only people who need to see your personal records are allowed to look at them.

Consent

In general, we assume that you give consent to share personal information with people involved in the care of your child and we will ask for your consent before we collect, use, or share you information for any purpose other than our stated activities. You may also withhold or withdraw this consent at any time by contacting us.

Who Can Look at Personal Information

Roger Neilson House will give personal information to only those people who need it and have a right to it by law. The people who may see your child's information include the following:

- You or the person responsible for making decisions for your child
- Your child's care providers, both inside and outside the hospice
- People working for a health agency, such as the Ministry of Health, if required by law
- Other people for whom you have given your consent or when required by law

Your privacy

is important to us...



We May Use Your Personal Information To:

Provide Care. Personal information is used by care providers and trainees who are part of the health care team.

Improve Care. We may use personal information to improve the care we provide by conducting quality improvement activities to help keep families safe.

Teach. Personal information may be used to support our partnership with the University of Ottawa and other schools, while adequately protecting your privacy.

Conduct Research. Researchers may use your health information, with your consent, while working on a study approved by the CHEO Research Ethics Board.

Conduct Satisfaction Surveys. We care about our patients and want to hear from you about the quality of care and service your child receives. We use this information to help improve the care that we will provide in the future.

Fundraise. The Ottawa Senators Foundation is dedicated to supporting Roger Neilson House by raising funds for research, program operation, and the improvement of patient care. We share only your name and address with the Ottawa Senators Foundation so they can contact you in the event of a donation made on behalf of your child/family.

Obtain payments. If your child is neither a resident of Ontario nor Western Quebec.