



Milner and Pailing Psychology

A pathway to healing

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PRIVACY STATEMENT

Collection

Privacy of your personal information is an important part of our office providing you with quality psychological care. We understand the importance of protecting your personal information. We are committed to collecting, using and disclosing your personal information responsibly. We also try to be as open and transparent as possible about the way we handle your personal information.

All associates, including trainees, who come in contact with your personal information are aware of the sensitive nature of the information that you have disclosed to us. They are all trained in the appropriate uses and protection of your information.

Do not hesitate to discuss our policies with your clinician.

We collect and record only information that we believe is needed to provide you with the best service possible. In addition to this, we may also use client information to help evaluate the services we provide, to find ways to improve those services, to help train new associates, to identify and correct risks and errors, and for support of consult among clinicians in the office.

Use

The privacy of your information is protected through established procedures in our offices.

- You are assigned a patient code at intake, your information is referred to under this code during day to day office procedures.
- All private information is kept in a secure, locked area.
- Staff members or trainees are allowed to see and handle information about you only if they have a need to see or handle the information to do their job, or as part of training.

Information about you occasionally may be seen by persons from regulatory organizations who carry out an audit or review of our practices. However, we do not allow any information that identifies you to be taken from our offices by such persons unless you give consent.

Disclosure

Information about you will be disclosed to persons outside our offices only with your consent, except:

- (a) in situations in which disclosure is justified by law or by our profession's code of ethics (eg. risk of serious bodily harm; need for confidential professional or legal consultation); and
- (b) in situations in which disclosure is required by law (eg. Reporting a child in need of protection; reporting a health professional who has sexually abused a client; a court order to release information from a record; concern about vulnerable adults living in a residential care facility; when asked by police services for immediate disclosure under the missing persons act).

As part of our service to you, we commonly prepare reports of our clinical findings and recommendations which are usually sent to the person who referred you, along with any other individuals you have provided consents for. You will be provided with a copy of every written clinical copy of every report and correspondence prepared by associates in our office. Any correspondence sent to a third party payer (eg. Insurance company) will also be sent to your legal representative (if applicable).

Individuals who are receiving psychological services as one component of a more comprehensive Neurorehabilitation Treatment Team should understand that they will be asked for their consent to allow the psychologist to provide consultation services to other members of the treatment team.

Individuals who are involved in litigation should be aware that clinical notes and records collected through the course of our work can and often are requested by lawyers and third parties, and become part of the court record. If this occurs in your situation, we will require that the request be accompanied by a current signed consent. In addition, we will not send out information until we have informed you of the request and, if you wish, review the records to be sent with you prior to releasing them.

Right of Access to your Personal Health Information Record

With only a few exceptions, you have the right to access any record of your personal health information, and to request copies of the information. If the physical record contains personal health information about another individual, that individual's information must be able to be severed from the record before you may access the record. Other exceptions include access to raw data from psychological assessments, information provided in confidence by a third party, and information that could result in serious harm to someone's treatment or recovery, or in serious bodily harm to someone. If you request your clinical notes, there may be associated fees for photocopying, psychologist review of the file and courier charges if documents are mailed.

Raw data from psychological assessment will only be released with your permission to a registered psychologist.

If you are the custodial parent or guardian of a child over 14 receiving service, you may not access (without the child's consent) the personal health information of a child who was deemed competent and who consented to the service on his/her own. In addition, there are restrictions on custodial parents/guardians access to individual therapy notes regarding their children. If this is your situation, your child's psychologist will provide you with further information.

If you believe that information in your record is not accurate, you may make a written request to correct your record. If we do not agree with the correction you request, you may file a notice of disagreement into your record.