

## Statement of Information Practices

CritiCall Ontario is a provincial organization, funded by the Ministry of Health and Long-Term Care and administered by Hamilton Health Sciences, to support hospitals in providing access to urgent and emergent care for Ontario patients. CritiCall Ontario does this by providing hospitals with access to services and systems that enable resources to be located and accessed for urgent and emergent care while also enabling data and other information to be collected and used to inform ongoing system improvement.

### CritiCall Ontario's Services and Collection of Information

#### Support for Hospital-Based Physicians in Ontario

CritiCall Ontario provides all hospital-based physicians in Ontario and border provinces who are caring for urgent and emergently ill Ontario patients with access to 24/7/365 support through our Call Centre. Physicians who need assistance or additional resources to care for these patients can contact CritiCall Ontario at 1-800-668-4357 (HELP). Our Call Agents will collect basic patient information as well as information about the patient's immediate care requirements and then contact a hospital that has a physician specialist who can provide a telephone consultation. Together, the physicians will determine if the patient can continue to be cared for at the hospital or if the patient needs to be transferred to another hospital with higher level of care resources and expertise. In this capacity, CritiCall Ontario functions as an "Agent" for Ontario hospitals under the Personal Health Information Protection Act (PHIPA).

#### Electronic Patient Repatriation Request and Tracking

CritiCall Ontario provides all acute care hospitals in Ontario with access to a provincial Repatriation Tool. This electronic system allows physicians to initiate, respond to, and track requests to move patients from higher level to lower level acute care hospitals once the patient's critical and emergent care requirements have been met. The purpose of this is to help ensure higher level of care resources are available when they are urgently needed for new patients. Hospital staff enter basic patient information into this tool to provide potential recipient hospitals with enough information to assess whether or not they can take or "repatriate" the patient on the date requested. In this capacity, CritiCall Ontario functions as a "Health Information Network Provider" under PHIPA by enabling hospitals to share and act upon specific data.

#### The Critical Care Information System

As a key component of Ontario's Critical Care Strategy, the Critical Care Information System (CCIS) is used on all level 3 and 2 critical care units in Ontario to collect near-real time data on every patient. This data includes bed availability, critical care service utilization and patient outcomes which is used at the provincial level to support ongoing monitoring and effective management of the province's critical care resources. CritiCall Ontario operates the CCIS on behalf of Hamilton Health Sciences, a prescribed person under PHIPA in respect of the CCIS.

## Uses of Personal Health Information

CritiCall Ontario uses your personal health information to:

- Support your treatment and care when we are contacted for assistance by the physician caring for you
- Support your transfer to another hospital if necessary
- Help physicians obtain payment for your treatment and care
- Plan, administer and manage internal operations while further supporting the ongoing improvement of provincial operations aligned with the delivery of urgent, emergent and critical care
- Support risk management activities internally and in hospitals that have contacted or been contacted by CritiCall Ontario to provide assistance
- Support quality of care activities
- Compile summary statistics (no personal health information) and related reports that can be used by hospitals, Local Health Integration Networks, the MOHLTC and other health care stakeholders to improve access to care in Ontario
- Comply with legal and regulatory requirements
- Support health research

## Accessing Your Personal Health Information

In the event that you would like to access your personal health information as collected by CritiCall Ontario, CritiCall Ontario will release the information to the hospital (health information custodian) that has been caring for you. CritiCall Ontario will work with the hospital to provide the information and follow up as necessary in the event that other activities such as correction, are requested and need to occur.

## Protecting Your Personal Health Information

CritiCall Ontario takes steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. We use administrative, technical and physical safeguards to protect your information. Some of these safeguards include policies and procedures, confidentiality agreements, privacy and security training and awareness for our staff, encryption, role-based access to systems and administrative areas, and ongoing auditing.

## Contact Us

For more information about CritiCall Ontario's privacy practices, please contact:

CritiCall Ontario Privacy Lead  
CritiCall Ontario  
1725 Upper James Street, Suite 200  
Hamilton, Ontario  
L9B 1K7  
Telephone: (289) 396-7000  
Fax: 1-866-900-1471  
Email: [privacy@criticall.org](mailto:privacy@criticall.org)

CritiCall Ontario's information practices in relation to the CCIS must be reviewed and approved every three years by Ontario's Information and Privacy Commissioner. Contact information is available below:

Office of the Information and Privacy  
Commissioner/Ontario  
2 Bloor Street East, Suite 1400  
Toronto, ON  
M4W 1A8  
Telephone: (416) 326-3333 or 1-800-387-0073  
Website: [www.ipc.on.ca](http://www.ipc.on.ca)