

## Personal Information Banks

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### ADG02-01 – Administrator On-Call

<b>Location of Records:</b>	Office of the CFO and Senior VP Corporate Services
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained:</b>	Name, contact information, assigned on-call periods
<b>Uses:</b>	To ensure coverage for administrative and essential services
<b>Users:</b>	Office of the CFO and Senior VP Corporate Services
<b>Individuals in Bank:</b>	Senior Management, Clinical Leaders, and Communications personnel
<b>Retention and Disposal:</b>	Varied, as required for operational purposes

### ADG03-01 – Register of Directors of the Corporation

<b>Location of Records:</b>	Office of the President & CEO
<b>Legal Authority:</b>	<i>Corporations Act</i>
<b>Information Maintained:</b>	Name, address, telephone number, email address, occupation.
<b>Uses:</b>	To record and maintain contact with former and present board members for meetings, events and fundraising activities.
<b>Users:</b>	Board of Directors, Office of the President & CEO staff
<b>Individuals in Bank:</b>	Board of Directors members.
<b>Retention and Disposal:</b>	Permanent (life of Hospital + 5 years)

**ADG03-02 – Director Data for Canada Revenue Agency (CRA) Charity Return**

<b>Location of Records:</b>	Office of the President & CEO
<b>Legal Authority:</b>	<i>Income Tax Act</i>
<b>Information Maintained:</b>	Name, home address, date of birth.
<b>Uses:</b>	To file with annual charity return to CRA
<b>Users:</b>	Office of the President & CEO and Finance Department staff
<b>Individuals in Bank:</b>	Current and past members of Board of Directors.
<b>Retention and Disposal:</b>	Permanent (life of Hospital + 5 years)

### ADG03-03 – Board Member Personal Information and Skills Inventory

<b>Location of Records:</b>	Office of the President & CEO
<b>Legal Authority:</b>	<i>Corporations Act</i>
<b>Information Maintained:</b>	Name, address, telephone number, occupation, education, public or professional organization experience, biographical information, and skills.
<b>Uses:</b>	To guide annual selection process for new appointments to Board of Directors
<b>Users:</b>	Board of Directors, Office of the President & CEO staff
<b>Individuals in Bank:</b>	Current and past members of Board of Directors
<b>Retention and Disposal:</b>	Permanent (life of Hospital + 5 years)

### ADG04-01 - Patient Registrations / Admissions

<b>Location of Records:</b>	MEDITECH database available to all circle of care departments
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained:</b>	Patient demographic information, OHIP #, gender, marital/family status, medical information
<b>Uses:</b>	For administration purposes; for communication to circle of care with partner hospitals and to support regional and provincial initiatives.
<b>Users:</b>	Circle of care
<b>Individuals in Bank:</b>	Patients registered at Bruyère Continuing Care
<b>Retention and Disposal:</b>	50 years

### ADG04-02 – Accounts Receivable & Trust

<b>Location of Records:</b>	Finance, Virtuo database
<b>Legal Authority:</b>	<i>Public Hospitals Act, Personal Health Information Protection Act</i>
<b>Information Maintained:</b>	Name, OHIP/insurance information, credit card information, address, telephone number, next of kin
<b>Uses:</b>	To bill for services; to administer monies receivable or received by the hospital from individuals
<b>Users:</b>	Accounts Receivable & Trust, Finance, billing authorities, collection agencies
<b>Individuals in Bank:</b>	Patients, employees, physicians, other institutions
<b>Retention and Disposal:</b>	Current year + 6 years



### ADG05-01 – Client Relations Files

<b>Location of Records:</b>	Client Relations Advisor's Office
<b>Legal Authority:</b>	<i>Public Hospitals Act, Excellent Care for All Act</i>
<b>Information Maintained:</b>	Some of all of name, address, telephone number, opinions, information regarding complaints, witness statements, interview notes, meeting notes, correspondence, supporting documents and opinions
<b>Uses:</b>	To investigate and resolve complaints
<b>Users:</b>	Client Relations Advisor, Managers
<b>Individuals in Bank:</b>	Patients or other complainants, staff, students, volunteers, professional staff, visitors
<b>Retention and Disposal:</b>	20 years





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### ADG07-01 – Bruyère Helpline Database

<b>Location of Records:</b>	Bruyère Helpline/Armstrong Database
<b>Legal Authority:</b>	Service Provider Contract
<b>Information Maintained:</b>	Name, address, telephone number, emergency contact information
<b>Uses:</b>	To respond to calls received from Helpline clients; for administrative purposes
<b>Users:</b>	Helpline staff, authorized service provider staff
<b>Individuals in Bank:</b>	Clients, emergency contacts
<b>Retention and Disposal:</b>	Varied per service provider contract

### ADG08-01 – Medical Staff Applications

<b>Location of Records:</b>	Medical Staff Administration Office/Chief of Staff
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained:</b>	Professional staff name, address, telephone number, resumes, application documentation, correspondence
<b>Uses:</b>	To administer professional staff appointments
<b>Users:</b>	Medical Staff Administration, Chief of Staff, Credentials Committee, Medical Advisory Committee, Board of Directors
<b>Individuals in Bank:</b>	Professional staff who have applied to the hospital for privileges
<b>Retention and Disposal:</b>	Appointed professional staff – permanent Abandoned or rejected professional staff applications – Fifteen (15) years



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### ADG09-01 – Religious Staffing On-Call List

<b>Location of Records:</b>	Religious Services
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained:</b>	Name, address, telephone number, emergency contact information
<b>Uses:</b>	To provide religious services to patients and residents
<b>Users:</b>	Religious Services, clergy, clinical chaplains
<b>Individuals in Bank:</b>	Religious Services staff
<b>Retention and Disposal:</b>	Varied for operational purposes

**ADG09-02 – Memorial Services & Spiritual Care Files**

<b>Location of Records:</b>	Religious Services
<b>Legal Authority:</b>	<i>Personal Health Information Protection Act</i>
<b>Information Maintained:</b>	Name, address, telephone number of guests for memorial services
<b>Uses:</b>	To provide memorial services for patients and residents
<b>Users:</b>	Religious Services staff
<b>Individuals in Bank:</b>	Patients, next-of-kin
<b>Retention and Disposal:</b>	Varied for operational purposes

### ADG11-01 – Privacy & Access to Information Requests

<b>Location of Records:</b>	Privacy & Access to Information Office
<b>Legal Authority:</b>	<i>Personal Health Information Protection Act, Freedom of Information and Protection of Privacy Act</i>
<b>Information Maintained:</b>	Some or all of name, address, telephone number, email address, record of payment, subject of request, privacy complaints and correspondence, statistics on access requests
<b>Uses:</b>	To respond to access to information requests and privacy matters or complaints
<b>Users:</b>	Privacy and Access to Information Office, Manager of Quality, Patient Safety & Risk Management, Office of the Information and Privacy Commissioner of Ontario, Chair of the Board of Directors
<b>Individuals in Bank:</b>	Individuals making requests or privacy inquiries or complaints
<b>Retention and Disposal:</b>	Varied



## Personal Information Banks

### ADG12-01 – Incidents/Critical Incidents

<b>Location of Records:</b>	Quality, Patient Safety & Risk Management
<b>Legal Authority:</b>	<i>Public Hospitals Act, Excellent Care for All Act</i>
<b>Information Maintained:</b>	Patient, staff, visitor information regarding incidents, complaints, nature of conflict, witness statements, interview notes, meeting notes, supporting documents and opinions
<b>Uses:</b>	To respond to investigate and resolve incidents/critical incidents, for administration purposes, to improve safety and quality of care
<b>Users:</b>	Manager, Quality, Patient Safety and Risk, authorized staff
<b>Individuals in Bank:</b>	Patients, staff, students, volunteers, professional staff, visitors
<b>Retention and Disposal:</b>	20 years

**ADG13-01 – Departmental/Program Contact List & Scheduling**

<b>Location of Records:</b>	Scheduling & Nursing Resource Office
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained:</b>	Staff name, home contact information
<b>Uses:</b>	To administer employment relationship, clinical and non-clinical staffing and scheduling
<b>Users:</b>	Directors, managers, staff
<b>Individuals in Bank:</b>	Staff
<b>Retention and Disposal:</b>	End of employment

### CLIN01-01 – Health Records (Inpatient & Outpatient)

<b>Location of Records:</b>	<p><b>Paper Records (Health Records or Decentralized in Outpatient Clinics)</b>          Health Records Department, Psychiatry Clinic, Geriatric Day Hospital, Photoderm Clinic, Memory Disorder Clinic, Diagnostic Imaging, Geriatric Assessment Outreach Team, Palliative Pain &amp; Symptom Management Consultation Service, Palliative Rehabilitation, Ambulatory Stroke Rehabilitation</p> <p><b>Electronic Records</b>          Bruyère Family Medicine Centre, Primrose Family Medicine Centre, Picture Archiving and Communications System (PACS)/ Northern and Eastern Ontario Diagnostic Imaging Network (NEODIN)</p> <p><b>Databases</b>          WinRecs/MED2020 database for Palliative Care Patients          MEDe-care Minimum Data Set (MDS) database for Complex Continuing Care and Long-Term Care patients          National Rehabilitation System (NRS) database for Care of the Elderly &amp; Rehabilitation programs</p>
<b>Legal Authority:</b>	<i>Public Hospitals Act, Personal Health Information Protection Act, (PHIPA), Ministry of Health and Long-Term Care (MOHLTC)</i>
<b>Information Maintained:</b>	Patient demographic information health insurance information, patient history and physical, consultations, diagnostic testing, treatment records and all other records pertaining to the care provided to the patient at Bruyère, both on an inpatient and outpatient basis.
<b>Uses:</b>	Patient care
<b>Users:</b>	Circle of care, Canadian Institute for Health Information (CIHI)
<b>Individuals in Bank:</b>	Bruyère inpatients and outpatient s
<b>Retention and Disposal:</b>	10 years+



### CLIN02-01 – Pharmacy Prescriptions Database

<b>Location of Records:</b>	Bruyère Pharmacy Department
<b>Legal Authority:</b>	<i>Public Hospitals Act, Personal Health Information Protection Act, Drugs and Pharmacies Regulations Act</i>
<b>Information Maintained:</b>	Some or all of name, address, telephone number, date of birth, OHIP number, gender, health insurance information, health history, allergy information, health measurements and examination results, health conditions, assessment results and diagnoses, treatment history, correspondence related to the individual
<b>Uses:</b>	For administrative and drug dispensing purposes
<b>Users:</b>	Pharmacy department staff and authorized users
<b>Individuals in Bank:</b>	Staff, students, physicians, outpatients, long-term care patients
<b>Retention and Disposal:</b>	Permanent

### CLIN03-01 – Bruyère Village & Assisted Living Services

<b>Location of Records:</b>	Residential Programs
<b>Legal Authority:</b>	<i>Long-Term Care Homes Act</i>
<b>Information Maintained:</b>	Name, address, phone number, financial information, and personal health information
<b>Uses:</b>	Tenant applications and client assessments for independent living services
<b>Users:</b>	Assisted Living Services Coordinator, Tenant Coordinator
<b>Individuals in Bank:</b>	Tenants and assisted living services applicants
<b>Retention and Disposal:</b>	Permanent

### CPR01-01 – Communications and Public Relations

<b>Location of Records:</b>	Communications Department
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained:</b>	Photos of individuals and events at or associated with the hospital, fact, personal stories
<b>Uses:</b>	To promote the hospital in internal and external publications, printed material, and on the website
<b>Users:</b>	Communications and authorized staff
<b>Individuals in Bank:</b>	Patients, staff, volunteers, physicians and members of the public who attend events
<b>Retention and Disposal:</b>	Varied

### FCL01-01 – Departmental & Emergency Contact Lists

<b>Location of Records:</b>	List available in most departments
<b>Legal Authority:</b>	<i>Public Hospitals Act, Corporate By-laws</i>
<b>Information Maintained:</b>	Name, home contact information, occupation, education, professional experience, and other biographical information
<b>Uses:</b>	To contact off-duty staff and volunteers in case of emergency or pandemic
<b>Users:</b>	Manager of Emergency Preparedness, Volunteer Resources, directors, managers, staff
<b>Individuals in Bank:</b>	Staff, volunteers
<b>Retention and Disposal:</b>	End of employment



### FCL05-01 – Video Surveillance

<b>Location of Records:</b>	Security & Parking Office
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained:</b>	Video images of individual entering, using, exiting hospital facilities
<b>Uses:</b>	To investigate incidents relating to safety and/or security
<b>Users:</b>	Security services, authorized individuals involved in investigations
<b>Individuals in Bank:</b>	Public, patients, staff, physicians, volunteers, and students
<b>Retention and Disposal:</b>	1year+ or as required for investigation purposes



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### FCL05-02 – Security Records

<b>Location of Records:</b>	Security & Parking Office
<b>Legal Authority:</b>	<i>Public Hospitals Act, Trespass to Property Act</i>
<b>Information Maintained:</b>	Some or all of name, address, telephone number, gender, photograph, nature of incident, incident summary, police case number, witness statements.
<b>Uses:</b>	To investigate incidents relating to safety and/or security
<b>Users:</b>	Security personnel, management
<b>Individuals in Bank:</b>	Public, patients, staff, volunteers, students, physicians
<b>Retention and Disposal:</b>	Varied or as required for investigation purposes

### FCL05-03 – Parking Services

<b>Location of Records:</b>	Security & Parking Office
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained:</b>	Some of all of name, home contact information, employee number, driver's license, and vehicle information
<b>Uses:</b>	To administer parking services
<b>Users:</b>	Security personnel, managers, directors
<b>Individuals in Bank:</b>	Visitors, staff, volunteers, physicians, students
<b>Retention and Disposal:</b>	Varied duration of use of parking space

### HR01-01 – Quadrant HR Database

<b>Location of Records:</b>	Human Resources Department
<b>Legal Authority:</b>	<i>Employment Standards Act s. 15, Employment Insurance Act (Canada), ss.87(3), Canada Pension Plan (Canada), ss.24(2), Income Tax Act, s.230</i>
<b>Information Maintained:</b>	Employee information, payroll and benefit records, Canada Pension Plan contributions, financial Human Resource records
<b>Uses:</b>	To maintain a database on employee information and payroll
<b>Users:</b>	Authorized Human Resource and management staff
<b>Individuals in Bank:</b>	Employees
<b>Retention and Disposal:</b>	Permanent



### HR01-02 – Grievances & Arbitrations

<b>Location of Records:</b>	Human Resources Department
<b>Legal Authority:</b>	<i>Labour Relations Act</i>
<b>Information: Maintained:</b>	Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education, employment information, union Affiliation, evidence notes, arbitration preparation notes, memorandum of settlements
<b>Uses:</b>	To respond to employee grievances
<b>Users:</b>	Authorized Human Resource and Labour Relations, legal counsel, arbitrators
<b>Individuals in Bank:</b>	Employees with grievances or involved in arbitrations
<b>Retention and Disposal:</b>	Permanent

### HR01-03 – Employee Competitions and Recruitment

<b>Location of Records:</b>	Human Resources Department
<b>Legal Authority:</b>	<i>Employment Standards Act</i>
<b>Information: Maintained:</b>	Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education, employment information, offers of employment, contract status, union affiliation, student evaluations, reference letters, comments and opinions
<b>Uses:</b>	To administer the hiring process
<b>Users:</b>	Human Resources staff, management
<b>Individuals in Bank:</b>	Prospective employees, employees
<b>Retention and Disposal:</b>	Varied

### HR01-04 – Human Rights Complaints & Investigations

<b>Location of Records:</b>	Human Resources Department
<b>Legal Authority:</b>	<i>Human Rights Code</i>
<b>Information: Maintained:</b>	Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student number, education, employment information, offers of employment, contract status, union affiliation, student evaluations, reference letters, comments and opinions
<b>Uses:</b>	To investigate and resolve complaints
<b>Users:</b>	Human Resources and Labour Relations staff
<b>Individuals in Bank:</b>	Employees who have filed discrimination or harassment claims, employees involved as a complainant, respondent, witness, or responsible manager
<b>Retention and Disposal:</b>	Varied

### HR01-05 – Personnel Records

<b>Location of Records:</b>	Human Resources
<b>Legal Authority:</b>	<i>Employment Standards Act s. 15</i>
<b>Information Maintained:</b>	Some of all of name, date of birth, address, home/emergency contact information, marital/family status and information, next of kin, beneficiary information, citizenship/immigration status, SIN employee/student number, education information, employment information, performance evaluations, discipline information, grievance information, criminal record check, attendance, financial information, photographs, physical description, reference letters
<b>Uses:</b>	Information is used to administer the employment relationship from the point of hiring to termination in accordance with established policies, collective agreements, and legislative requirements, and for contact/reporting purposes
<b>Users:</b>	Authorized Human Resources staff
<b>Individuals in Bank:</b>	Employees, emergency contacts
<b>Retention and Disposal:</b>	Permanent

### HR01-06 – Terminated Employee Files

<b>Location of Records:</b>	Human Resources Department
<b>Legal Authority:</b>	<i>Employment Standards Act s. 15</i>
<b>Information Maintained:</b>	All relevant information on employment and benefit history, including retiree information
<b>Uses:</b>	To maintain a record of terminated employees.
<b>Users:</b>	Human Resources staff
<b>Individuals in Bank:</b>	Terminated employees
<b>Retention and Disposal:</b>	Permanent

### HR02-01 Learning & Education Plans

<b>Location of Records:</b>	Learning & Development Department
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained:</b>	Some or all of name, address, telephone number, email address, occupation, employee number
<b>Uses:</b>	For educational planning
<b>Users:</b>	Learning & Development and Human Resources staff
<b>Individuals in Bank:</b>	Employees
<b>Retention and Disposal:</b>	Permanent



## Personal Information Banks

### HR03-01 – Occupational Health & Safety Management Records

<b>Location of Records:</b>	Occupational Health & Safety Department
<b>Legal Authority:</b>	<i>Occupational Health and Safety Act, Workplace Safety and Insurance Act, Labour Relations Act</i>
<b>Information Maintained:</b>	Some or all of name, date of birth, social insurance number, home telephone number, employment status, position, progress notes, laboratory and diagnostic test results, medical certificates, consultation correspondence, immunization records, Workplace Safety and Insurance Board documentation, long-term disability claim information
<b>Uses:</b>	To uphold hospital's responsibility to provide a safe and healthy workplace, to respond to occupational health and safety issues, to administer claims and benefits, to monitor accommodation and return to work plans, and to maintain all information related to employee health records
<b>Users:</b>	Occupational Health and Safety staff, Human Resources staff, and authorized health professionals
<b>Individuals in Bank:</b>	Employees, students, volunteers, dependents, beneficiaries
<b>Retention and Disposal:</b>	Permanent



## Personal Information Banks

### IS01-01 – Systems and Accounts Administration

<b>Location of Records:</b>	Information Systems and Telecommunications Department
<b>Legal Authority:</b>	<i>Public Hospitals Act</i>
<b>Information Maintained</b>	Some or all of name, username, password, home contact information, employee number
<b>Uses:</b>	To create telephone, internet and email accounts for students, staff, and physicians. To administer access permissions, to respond to user inquiries, investigate incidents, and provide reports on telephone use
<b>Users:</b>	Information Systems and Telecommunications staff
<b>Individuals in Bank:</b>	Staff, students, volunteers, physicians
<b>Retention and Disposal:</b>	Varied





## Personal Information Banks

### MED01-01 – CHAMP Team Expenses

<b>Location of Records:</b>	Office of Medical Affairs and Health Informatics, Finance
<b>Legal Authority:</b>	<i>Corporations Act, Income Tax Act</i>
<b>Information Maintained:</b>	Some or all of name, home address, telephone number, passport information, date of birth, and travel expenses
<b>Uses:</b>	To account for financial transactions and travel expenses of the CHAMP team
<b>Users:</b>	VP Medical Affairs and Health Informatics, authorized CHAMP team staff, Finance
<b>Individuals in Bank:</b>	CHAMP team staff
<b>Retention and Disposal:</b>	6 years



### MED02-01 – Infection Control Records

<b>Location of Records:</b>	Infection Prevention & Control
<b>Legal Authority:</b>	<i>Health Protection and Promotion Act</i>
<b>Information Maintained:</b>	Some or all of name, health record number, medical information including lab results
<b>Uses:</b>	For reporting, diagnosis, treatment, isolation status, follow up and referral for patients
<b>Users:</b>	Infection Prevention & Control staff and physicians
<b>Individuals in Bank:</b>	Individuals who have a positive lab result for microorganisms
<b>Retention and Disposal:</b>	Varied

### REB01-01 – Research Ethics Board (REB) Files

<b>Location of Records:</b>	Research Ethics Board (REB) Office
<b>Legal Authority:</b>	<i>Public Hospitals Act, Tri-Council Policy Statement</i>
<b>Information Maintained:</b>	Some or all of names of researchers, contact information, COREB applications, pledge of confidentiality forms, annual project updates, termination of project, project status reports, adverse event reports, REB reviewer's form, request forms to access health records, approval letters, and requests for approval of amendment/addendum to an approved research project
<b>Uses:</b>	To review, approve and renew approval of research projects and to determine the granting of ethics clearance to research involving human participants, including clinical trials
<b>Users:</b>	Office of Research Ethics, members of Research Ethics Committee
<b>Individuals in Bank:</b>	Staff, students, physicians, researchers, and potentially research participants
<b>Retention and Disposal:</b>	Varied