

Directory of Personal Information Banks

Inclusion of a record in North Bay Regional Health Centre's index of Personal Information Banks is not intended to indicate that this information will be available under Ontario's Freedom of Information and Protection of Privacy Act (FIPPA). FIPPA requires North Bay Regional Health Centre (NBRHC) to make available to the public a directory of the personal information banks it maintains. A personal information bank is personal information under the control of NBRHC that is organized or intended to be retrieved by an individual's name or unique identifier.

Please note that access to personal health information, such as a patient's medical chart or diagnostic tests, is not available under FIPPA. The Personal Health Information Protection Act (PHIPA) applies to a patient's medical information and the health centre protects that information in accordance with PHIPA. If you wish to make a request for your own patient record, please contact our Clinical Records department.

Name of Personal Information Bank	Details
Accounts Receivable reports and worksheets	Legal Authority: Corporations Act Information maintained: some or all of name, address, telephone number, email, financial information Uses: to generate invoices and maintain a record of their status Users: Finance Department personnel Individuals in Bank: patients, employees, medical staff, students, public
Board membership	Legal authority: Corporations Act Information maintained: Some or all of name, email, home address, home address, home telephone Uses: To document the membership of the health centre's governing body and to support communication with board members Users: CEO and administrative personnel Individual's in bank: members of the Board
Education Records	Legal authority: Public Hospitals Act Information maintained: Names and areas of work Uses: tracking of education and training User: authorized supervisors and managers, Organizational Development personnel, staff educators Individuals in bank: employees
Electronic Systems and Accounts Administration Records	Legal authority: Public Hospitals Act Information maintained: some or all of name, user name, password, home contact information,

	<p>employee number</p> <p>Uses: manage internet and e-mail accounts, administer access permissions, investigate system incidents</p> <p>Users: Information Technology personnel, Information Systems personnel</p> <p>Individuals in bank: employees, medical staff, medical students and residents, other authorized system</p>
Employee contact lists and scheduling lists	<p>Legal authority: Public Hospitals Act</p> <p>Information maintained: Some or all of name, home contact information, employee number</p> <p>Uses: appropriate operation of health centre</p> <p>Users: scheduling personnel, authorized supervisors and managers</p> <p>Individuals in bank: employees</p>
Employee payroll files	<p>Legal authority: Employment Standards Act, Insurance Act, Canada Pension Plan</p> <p>Information maintained: records relating to individual employee's wage and deductions profile, some or all of name, address, gender, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number</p> <p>Uses: calculate and administer payroll</p> <p>Users: Finance Department personnel</p> <p>Individuals in bank: employees</p>
Employee/Personnel records	<p>Legal authority: Public Hospitals Act</p> <p>Information maintained: some or all of name, date of birth, home/emergency contact information, marital/family status and information, next-of-kin, beneficiary information, citizenship/immigration status, SIN, employee number, education information, employment information, credentials, performance evaluations, discipline information, grievance information, financial information, disability and/or medical information, reference letters, comments and opinions</p> <p>Uses: administration of the employment relationship</p> <p>Users: Human Resources personnel, authorized supervisory personnel</p> <p>Individuals in bank: prospective employees, employees, past employees</p>
Freedom of Information requests	<p>Legal authority: Freedom of Information and</p>

	<p>Protection of Privacy Act</p> <p>Information maintained: some or all of name, address, telephone number, email address, record of payment, subject of request, various types of personal information depending upon records requested.</p> <p>Uses: process access requests and corrections to personal information requests or investigate privacy complaints</p> <p>Users: FIPPA Head, FOI Coordinator, Chief Privacy Officer</p> <p>Individuals in bank: information requesters</p>
I.D. Cards	<p>Legal authority: Public Hospitals Act</p> <p>Information maintained: some of all of name, home contact information, employee number and photographs</p> <p>Uses: administration of access control</p> <p>Users: Human Resources Personnel, Financial Services Personnel</p> <p>Individuals in bank: employees, medical staff, volunteers, students</p>
Incident/Complaint Files	<p>Legal Authority: Public Hospitals Act, Excellent Care for All Act</p> <p>Information maintained: some or all of name, address, telephone number, email address, opinions, correspondence and other supporting documentation</p> <p>Uses: Information is used to investigate and resolve incidents/complaints</p> <p>Users: CEO, senior directors, authorized personnel directly involved in an investigation, patients and authorized family members</p> <p>Individuals in bank: complainants and individuals related to incident</p>
Key Access Requests	<p>Legal authority: Public Hospitals Act</p> <p>Information maintained: some of all of name and employee number</p> <p>Uses: administration of access control</p> <p>Users: Facilities Personnel</p> <p>Individuals in bank: employees, medical staff, volunteers, students</p>
Legal affairs and litigation files	<p>Legal Authority: Public Hospitals Act, Limitations Act</p> <p>Information maintained: some or all of name, address, telephone number, email address,</p>

	<p>witnesses, personal health information, correspondence and other supporting documentation</p> <p>Uses: Information is used to report and investigate workplace accidents</p> <p>Users: CEO, senior directors, authorized personnel, Risk Manager</p> <p>Individuals in bank: employees, volunteers, students, medical staff, public</p>
Medical staff credentials	<p>Legal authority: Public Hospitals Act</p> <p>Information maintained: names, addresses, phone numbers, email addresses, professional and credentialing information</p> <p>Uses: appropriate provision of patient care</p> <p>Users: Board Chair, CEO, Chief of Staff, Deputy Chief of Staff, Credentials Committee, Medical Advisory Committee</p> <p>Individuals in bank: medical staff</p>
Occupational Health Records	<p>Legal authority: Occupational Health & Safety Act; Workplace Safety & Insurance Act</p> <p>Information maintained: health assessment, immunization status, incident reports, information to and from WSIB, diagnostic results (if applicable), nurses notes, physician notes.</p> <p>Uses: maintenance of an occupational health record; to identify and respond to injuries and issues (WSIB and non-WSIB); to fulfill the health centre's obligations to provide a safe and healthy workplace.</p> <p>Users: Occupational Health personnel and physicians</p> <p>Individuals in bank: prospective employees, employees, past employees, students, volunteers, medical staff</p>
OHIP Records	<p>Legal Authority: Health Insurance Act</p> <p>Information maintained: some or all of name, address, telephone number, email, health card number, as well as personal health information</p> <p>Uses: to submit patient accounts for reimbursement and to maintain a record of their status</p> <p>Users: Finance Department personnel</p> <p>Individuals in Bank: patients</p>
Parking Records	<p>Legal authority: Public Hospitals Act</p> <p>Information maintained: some of all of name, home contact information, employee number and photograph</p>

	<p>Uses: to issue parking permits to employees, medical staff, volunteers, students, public</p> <p>Users: Human Resources personnel, Financial Services personnel</p> <p>Individuals in bank: employees, medical staff, volunteers, students, public</p>
Personal Health Information Requests	<p>Legal Authority: Personal Health Information Protection Act</p> <p>Information maintained: some or all of name, address, telephone number, subject of request, as well personal health information</p> <p>Uses: to process requests for personal health information under PHIPA</p> <p>Users: Clinical Records Department personnel, authorized personnel involved in a request</p> <p>Individuals in Bank: patients, health care providers, others authorized to request personal health information</p>
Photographs	<p>Legal Authority: Corporations Act, Freedom of Information and Protection of Privacy Act</p> <p>Information maintained: some or all of visual images, name, address, telephone number</p> <p>Uses: communication, public relations, recognition</p> <p>Users: Public Relations</p> <p>Individuals in Bank: employees, medical staff, students, volunteers, public</p>
Records under the Personal Health Information Protection Act	<p>Legal authority: Public Hospitals's Act, Personal Health Information Protection Act</p> <p>Information maintained: some or all of name, address, telephone number, email address, date of birth, gender, clinical information and treatment records</p> <p>Uses: maintain records of patient care</p> <p>Users: Clinical Records Department, care providers, circle of care, patients</p> <p>Individuals in bank: patients</p>
Recruitment Records	<p>Legal authority: Public Hospitals Act</p> <p>Information maintained: staffing requisition, resumes (personal information including but not limited to name, address, telephone number, email), expression of interest, job posting, interview notes/guides, Personnel Action Forms, external advertisements (if applicable)</p>

	<p>Uses: maintenance of a recruitment file for posted positions.</p> <p>Users: Human Resources personnel, members of interview team</p> <p>Individuals in bank: prospective employees, employees</p>
Security Reports	<p>Legal Authority: Public Hospitals Act</p> <p>Information maintained: Some or all of name, address, telephone number, date of birth, gender, driver's license number, nature of incident/complaint, images, witness statements, case notes.</p> <p>Uses: to enhance safety and security, to investigate security incidents</p> <p>Users: Security personnel, authorized individuals involved in investigations</p> <p>Individuals in Bank: patients, employees, medical staff, students, volunteers, public</p>
Video Surveillance Records	<p>Legal Authority: Public Hospitals Act, Freedom of Information and Protection of Privacy Act</p> <p>Information maintained: video images of facility – common areas inside the buildings and property and grounds.</p> <p>Uses: to enhance safety and security</p> <p>Users: Security personnel, authorized individuals involved in investigations</p> <p>Individuals in Bank: patients, employees, medical staff, students, volunteers, public</p>
Volunteer Records	<p>Legal authority: Public Hospitals Act</p> <p>Information maintained: some or all of name, address, phone #, email, date of birth, gender, language, health restrictions/limitations, emergency contact, family physician, education, professional/work experience, special interests, skills, hobbies, community/volunteer experience, criminal records verification, completed reference forms, Occupational Health Services assessment, # volunteer hours</p> <p>Uses: administration purposes</p> <p>Users: Volunteer Services personnel</p> <p>Individuals in bank: volunteers</p>
Workplace accident/investigation reports	<p>Legal Authority: Workplace Safety and Insurance Act</p> <p>Information maintained: some or all of name, address, telephone number, email address,</p>

	<p>witnesses, personal health information, correspondence and other supporting documentation</p> <p>Uses: Information is used to report and investigate workplace accidents</p> <p>Users: CEO, senior directors, authorized personnel directly involved in an investigation</p> <p>Individuals in bank: employees, volunteers, students, medical staff</p>
<p>Workplace compensation and disability records</p>	<p>Legal authority: Public Hospitals Act, Labour Relations Act, Workplace Safety and Insurance Act</p> <p>Information Maintained: some or all of name, date of birth, home contact information, marital/family status and information, SIN, employee number, employment information, long term disability claim information, Workplace Safety and Insurance Board claim information</p> <p>Uses: administration of claims and benefits, accommodation and return to work planning</p> <p>Users: Human Resources, authorized personnel</p> <p>Individuals in bank: employees</p>

Note: North Bay Regional Health Centre's Directory of Personal Information Banks directory remains under development. Further Personal Information Banks will be added as they are identified.

Updated January 31, 2012