

## Personal Information Bank (PIB) Details

**Title:** Accounts Payable

**Record Type:** GCR - PIB

**Description:** Records relating to processing payments made by the hospital to suppliers of goods and services. Source documents initiating payments include vendor invoices, payment certificates, cheque requisitions, and miscellaneous transaction data. May also include accounts payable control reports and payment vouchers.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Supplier name and address, receipts, invoices, expense claim statements, payment certificates, financial transactions.

**Uses:** Maintain record of payments, budgeting

**Users:** Audit; Finance and department leaders.

**Individuals in Bank:** Employees; individuals providing goods or services to the hospital.

**Retention Period:** Seven Years

## Personal Information Bank (PIB) Details

**Title:** Accounts Receivable

**Record Type:** GCR - PIB

**Description:** Records relating to payments received related to chargeable services such as telephone, television, and internet, and to care provided to patients not covered by Ontario Health Insurance.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Name, contact information, service type provided, payment information, cheque number, banking information

**Uses:** Maintain record of payment, budgeting

**Users:** Finance, Audit

**Individuals in Bank:** Patients and individuals providing payment to the hospital for goods and services

**Retention Period:** Seven years

## Personal Information Bank (PIB) Details

**Title:** Agreements and Contracts

**Record Type:** GCR - PIB

**Description:** Agreements and contracts between the hospital and organizations or individuals relating to the provision of goods.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Name and contact information; details of financial arrangements between individual and hospital.

**Uses:** Contract management

**Users:** Various departments within the hospital.

**Individuals in Bank:** Individuals and organizations who enter into agreements with the hospital.

**Retention Period:** The greater of seven years or the life of the agreement plus two years.

## Personal Information Bank (PIB) Details

**Title:** Attendance and Scheduling

**Record Type:** PIB

**Description:** Records relating to the attendance and scheduling that document hours of work, overtime hours, shift schedules, vacation time, statutory holidays, sign in sheets and sick leave.

**Legal Authority for PIB:** Employment Standards Act s. 15 (5).

**Types of Personal Information:** Leaves of absence, hours of work, overtime, statutory holidays, sick time taken, vacation days, attendance, and shift schedules.

**Uses:** Document attendance, record and manage sick time.

**Users:** Human Resources; department leaders.

**Individuals in Bank:** Employees – contract and permanent.

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Cash Receipts Register

**Record Type:** PIB

**Description:** Records relating to payments for hospital services that are made in cash.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Names and contact information of individuals who made payments in cash.

**Uses:** Maintain record of receipts issued.

**Users:** Finance

**Individuals in Bank:** Individuals who made cash payments for services.

**Retention Period:** Seven Years

## Personal Information Bank (PIB) Details

**Title:** Cheques

**Record Type:** GCR - PIB

**Description:** Records relating to management and processing of cheques. Includes information on the hospital's issuance of cheques and information relating to hospital issued cheques and external cheques that are returned to the hospital after they have been cashed by banking and financial institutions including whether they have been dishonoured. Records include cancelled, processed, and dishonoured cheques, and supporting correspondence.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Names and contact information of organizations and individuals that were issued a cheque in payment by the hospital.

**Uses:** Maintain records of cheques and payments issued.

**Users:** Finance

**Individuals in Bank:** Individuals and organizations that the hospital provided payment to by cheque.

**Retention Period:** Seven Years

## Personal Information Bank (PIB) Details

**Title:** Chronic Reportable Diseases

**Record Type:** PIB

**Description:** Records relating to patients or staff diagnosed with reportable disease that require reporting to London Middlesex Health Unit; includes investigation reports, progress notes and laboratory test results.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40; Health Protection & Promotion Act; O. Reg. 49/07.

**Types of Personal Information:** Name, medical record number, diagnoses, diagnostic results

**Uses:** Disease management

**Users:** Infection control, laboratory, occupational health and safety services

**Individuals in Bank:** Patients and/or staff

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Claims

**Record Type:** PIB

**Description:** Records relating to claims made against the Hospital.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Name, contact information of affected individual and details of the claim.

**Uses:** Respond to the claim

**Users:** Risk Management, Patient Relations & Quality Department staff, legal counsel, insurer

**Individuals in Bank:** Individuals who have made a claim

**Retention Period:** Seven Years



## Personal Information Bank (PIB) Details

**Title:** Employee Benefit Plans

**Record Type:** GCR - PIB

**Description:** Records relating to benefit plans that provide full or partial financial coverage to eligible hospital employees, retirees and/or their families. This may include group life insurance, long and short term disability coverage, and extended health and dental benefits. May include records relating to insurance or benefits carriers' policies and directives, deducting benefits coverage from the hospital's payroll, and types of benefits coverage. Records may also include copies of insurance or benefits carriers' policies/contracts, benefits coverage notifications, benefits coverage statistical reports, and supporting correspondence. The hospital has arrangements with external organizations or carriers to insure and administer benefits coverage. The hospital may fund certain coverages and/or deducts benefit premiums through payroll deduction.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Names, dates of birth and contact information of plan members, spouse and/or dependents, beneficiaries.

**Uses:** Administer benefit plans.

**Users:** Human Resources; benefit carriers.

**Individuals in Bank:** Plan members, spouse and/or dependents, beneficiaries.

**Retention Period:** The contract is retained seven years post contract termination. Records relating to premium deductions through payroll are maintained for seven years.

## Personal Information Bank (PIB) Details

**Title:** Employee Competition and Recruitment

**Record Type:** PIB

**Description:** Records relating to the recruitment of staff for permanent, part-time, and contract job postings. May include information on applicant screening and testing, conducting interviews, and acceptance and rejection of candidates. Records may include job postings, resumes and employment applications, job skills test sheets, interview questions and sheets, scoring matrices, competition lists, reference checks, and supporting correspondence.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Individuals' submitted resumes and/or job applications, containing information on employment history, education, and contact information.

**Uses:** Document competition and hiring processes.

**Users:** Human Resources; applicable leader as appropriate.

**Individuals in Bank:** Hospital employees and individuals applying for positions at the hospital.

**Retention Period:** Recruitment – ATS applications two years, submitted resumes – six months

## Personal Information Bank (PIB) Details

**Title:** Employee, Student and Professional Staff History Data

**Record Type:** PIB

**Description:** Records relating to hospital employees' work history. May include information on retirements, layoffs, resignations, resumes, previous employment reference checks, criminal record checks, copies of degrees and diplomas, educational transcripts, letters of discipline and personal as well as emergency contact information. May also include photos, internship materials/research evaluations and any documentation required for professional governing bodies and accreditation for students and interns.

**Legal Authority for PIB:** Employment Standards Act, S.O. 2000, c. 41, s. 15.; (Student Information: TBD)

**Types of Personal Information:** Employee number and name, application form, benefits options, education, work history, attendance and leave records, performance evaluations and disciplinary actions

**Uses:** Document work history

**Users:** Human Resources, applicable leader as appropriate.

**Individuals in Bank:** Employees – contract and permanent.

**Retention Period: Employment information** - the longer of seven years following date of termination or seven years following end of benefit continuation.

## Personal Information Bank (PIB) Details

**Title:** Employee Medical Data

**Record Type:** PIB

**Description:** Records relating to the medical status, conditions, and recovery of individual Hospital employees. This includes matters where there are physical injuries and development of medical conditions causing disability or impairment, both work and non-work related. May include information relating to clarification of medical conditions, determination of whether and/or when an employee should return to work, and confirmation of job duties the employee is and is not capable of performing. Documents may include doctors' notes and referrals, copies of resumes and training certificates, medical progress notes, and all supporting correspondence.

**Legal Authority for PIB:** Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s. 26.

**Types of Personal Information:** Information about an employee's medical conditions and whether he/she can return to regular work duties

**Uses:** Assist with employee medical issues as they relate to employment

**Users:** Occupational Health, Human Resources

**Individuals in Bank:** Employees: contract and permanent

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Employee Payroll Files

**Record Type:** PIB

**Description:** Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, reported absences, garnishments, pay rate changes, and elected and mandatory payroll deductions for each employee. Records include completed payroll notification forms in respect of newly hired staff, completed benefit enrolment forms, completed federal record of employment forms, tax credit return statements, previous pay adjustment sheets, copies of any court orders, and all supporting correspondence. Please note: records relating to court orders or garnishments are maintained in separate files and the files are closed when the debt is paid or upon expiration of the court order.

**Legal Authority for PIB:** Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.

**Types of Personal Information:** Employee number and name, address, sex, social insurance number, date of birth, marital status, telephone number, tax exemptions, employee benefit information, bank account number, name of group life and pension beneficiary

**Uses:** Calculate and administer Hospital payroll; administer employee benefits and pensions.

**Users:** Finance and Human Resources

**Individuals in Bank:** Employees: contract and permanent

**Retention Period:** Seven Years

## Personal Information Bank (PIB) Details

**Title:** Employee Performance Management

**Record Type:** PIB

**Description:** Records relating to the performance management program for Hospital employees. Includes information on career development planning, interim and merit increment review, and evaluation processes. Records may include accountabilities, goals, measures, timelines, progress to date and outcomes.

**Legal Authority for PIB:** Employment Standards Act, S.O. 2000, c. 41, s. 15

**Types of Personal Information:** names, start dates, last performance development meeting date, performance development plans, information on career development planning, interim and merit increment review, and evaluation processes. Records may include accountabilities, goals, measures, timelines, progress to date and outcomes.

**Uses:** personal and professional development of employees

**Users:** Human Resources, Leaders

**Individuals in Bank:** Employees

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Emergency Response Management Services (ERMS)

**Record Type:** PIB

**Description:** Contact information for staff members to be used in the case of disasters impacting the hospital. Information is contained within an externally based emergency notification system.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40

**Types of Personal Information:** Name, contact information (business and personal phone/cell phone, email addresses, etc.)

**Uses:** To rapidly identify and locate support staff and senior leaders in the event of a disaster

**Users:** System application administrators and agents

**Individuals in Bank:** Staff members

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Ethics and Spiritual Care Consultations

**Record Type:** PIB

**Description:** Records relating to ethical and spiritual care issues involved in patient care. Consultations regarding ethical and spiritual care matters.

**Legal Authority for PIB:** TBD

**Types of Personal Information:** Name, gender, date of birth, medical record number, current treatment, diagnosis, beliefs, values, goals, prognosis, substitute decision maker, family concerns

**Uses:** Document ethical and spiritual care issues and the ethical and spiritual care discernment processes.

**Users - Ethics Consultations:** Clinical Ethicist, members of the Ethics Committee, care providers

**Users - Spiritual Care Consultations:** Spiritual Care Team, care providers

**Individuals in Bank:** Patients

**Retention Period:** TBD



## **Personal Information Bank (PIB) Details**

**Title:** HOOPP: Employee Deductions

**Record Type:** PIB

**Description:** Records relating to deductions for HOOPP pension plan.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40, Ontario  
Pension Benefit Act Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Pension contribution deduction  
amount

**Uses:** Document individual employee deductions

**Users:** Financial Services

**Individuals in Bank:** Employees

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Incident Reports

**Record Type:** GCR - PIB

**Description:** Reports relating to incidents occurring in the hospital or on hospital property where an individual has been or may have been injured.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40

**Types of Personal Information:** Name and contact information of individual, details of injury or possible injury, including related circumstances.

**Uses:** To improve safety, to inform affected parties, and to respond to any issues related to the matter.

**Users:** Risk Management, Leader of area where incident said to have taken place.

**Individuals in Bank:** Patients or visitors who have or may have been injured.

**Retention Period:** Visitor Critical Incident Reports: 10 years after completion/settlement. Visitor Non-critical incident reports: Until follow up is complete plus 2 years. Patient Incident Report: Adult: 15 years after the date of the last discharge, or death. Patients <18 yrs: 15 years after the date of patient's 18<sup>th</sup> birthday.

## Personal Information Bank (PIB) Details

**Title:** Master Patient Index

**Record Type:** PIB

**Description:** Record of patient visits to the hospital

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Patient name, contact information, medical record number, OHIP number, date of visit, reason for visit, primary care and attending physician, emergency contact information, and length of stay.

**Uses:** Used to identify patients and link patient care information to the correct patient; maintain a complete record of patient visits.

**Users:** Registration/Admitting, Health Records, care providers, patient accounts,

**Individuals in Bank:** Patients

**Retention Period:** Permanently

## Personal Information Bank (PIB) Details

**Title:** Patient Accounts

**Record Type:** PIB

**Description:** Records relating to charges for services not covered under the Ontario Health Insurance Plan (OHIP) such as in-room telephone, television, preferred accommodation, ambulance co-payment and medical devices such as crutches and splints. For patients who are not eligible for OHIP coverage, records will include charges for treatment and care services.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Patient name, contact information, services provided not covered by OHIP, and amount owing.

**Uses:** Receive payment for treatment and services provided to patients that are not covered by OHIP.

**Users:** Finance

**Individuals in Bank:** Patients

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Patient Chart - Health Record

**Record Type:** PIB

**Description:** Record of the care and treatment provided to patients; includes information from the Master Patient Index.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** See Master Patient Index; medical condition, diagnostic information, test results, medications, records relating to surgery or medical procedures, and births.

**Uses:** Provision of care, document the history of patient care, evaluation of quality of care and service provision, and research approved by Research Ethics Board.

**Users:** Care providers, Health Records, and staff responsible for meeting provincial reporting requirements.

**Individuals in Bank:** Patients

**Retention Period:** 15 years after discharge or death. If patient is less than 18 years old, a minimum of 15 years after 18th birthday.

## Personal Information Bank (PIB) Details

**Title:** Occupational Health & Safety

**Record Type:** GCR - PIB

**Description:** Records relating to the hospital's Occupational Health & Safety program to support and maintain safe and healthy workplace through working with the Joint Health & Safety Committee, and assessment of occupational hygiene, ergonomics and safety issues. Records may include test results and needs assessments, employee incident and first aid reports, results of inspections and investigations, training conducted. Occupational hygiene records include concerns related to workplace exposure to chemical, physical (noise, temperature, radiation) and/or biological agents. Ergonomics records include personnel concerns related to workstation and furniture design and configuration. Records include plans to respond to accommodation needs and return to work issues, and monitoring of compliance with statutory obligations such as WHMIS & the Occupational Health & Safety Act.

**Legal Authority for PIB:** Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s9; Occupational Health and Safety Act, R.S.O. 1990, c.O.1, s26, Workplace Safety and Insurance Act, 1997.

**Types of Personal Information:** Employee/volunteer/persons with practicing privileges names, employee numbers, SIN, date of birth, contact information, test results, medical documentation related to absence and/or accommodation needs.

**Uses:** Manage and respond to health and safety concerns and issues.

**Users:** Occupational Health & Safety, information other than personal health information is used by employee leader as appropriate

**Individuals in Bank:** Employees/staff/volunteers/affiliates, those involved in an incident, and names of witnesses with respect to workplace incidents.

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** OHIP Billing Information

**Record Type:** GCR - PIB

**Description:** Records relating to claims submitted to the Ministry of Health & Long Term Care in respect of treatment and services provided to patients under the Ontario Health Insurance Plan.

**Legal Authority for PIB:** Health Insurance Act R.R.O. 1990, Regulation 552.

**Types of Personal Information:** Name of patient, OHIP number, whether an ambulance service was used, date of admission & discharge, and treatment and services provided, including reasons.

**Uses:** Receive payment for insurable treatment and services provided to patients.

**Users:** Physicians, finance.

**Individuals in Bank:** Patients

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Patient Diagnostic Images (excluding mammograms)

**Record Type:** PIB

**Description:** Medical images of patients: MRI, CT scan, Ultrasound, X-Ray, nuclear medicine images.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Information from the Master Patient Index and medical images.

**Uses:** Diagnosis and care and treatment of patient.

**Users:** Care providers

**Individuals in Bank:** Patients

**Retention Period:** Adult (18 years and older): At least 5 years after day on which the image is created. Children (less than 18 years): At least 5 years after patient's 18th birthday.



## Personal Information Bank (PIB) Details

**Title:** Patient Diagnostic Images (mammograms)

**Record Type:** PIB

**Description:** Medical images of the breast.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Information from the Master Patient Index and medical images of the breast.

**Uses:** Diagnosis and care and treatment of patient.

**Users:** Care providers

**Individuals in Bank:** Patients

**Retention Period:** Adult (18 years and older): At least 10 years after day on which the image is created. Children (less than 18 years): At least 10 years after patient's 18th birthday.

## Personal Information Bank (PIB) Details

**Title:** Patient Feedback: Complaints and Compliments

**Record Type:** PIB

**Description:** Records relating to complaints and compliments from patients or visitors.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Name and contact information of individual complimenting or complaining about some aspect of their hospital experience; information relating to the nature of the complaint or compliment.

**Uses:** Respond to concern or complaint; evaluate and improve program and service delivery.

**Users:** Risk Management, care providers.

**Individuals in Bank:** Patients and visitors.

**Retention Period:** Three Years

## **Personal Information Bank (PIB) Details**

**Title:** Patient Registration

**Record Type:** PIB

**Description:** Records relating to registration of patients who visit the hospital for care and treatment.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Patient name, demographic, contact information, medical record number, health card number, date of visit, reason for visit, primary care provider, attending physician, emergency contact information and length of stay.

**Uses:** Maintain a record of patient visits to hospital.

**Users:** Registration/Admitting staff; care providers.

**Individuals in Bank:** Patients

**Retention Period:** Permanent

## Personal Information Bank (PIB) Details

**Title:** Pay Period Processing

**Record Type:** PIB

**Description:** Records relating administration and processing of employee salary and expense payments during regularly scheduled pay periods. May include information relating to payroll generation, overriding deductions, year-end payroll reporting and payroll variance reporting. Documents may include payroll registers, employee expense reports, original and amended T4 statements, SIN, payroll adjustment and variance reports, and all supporting correspondence.

**Legal Authority for PIB:** Employer Health Tax Act, R.S.O. 1990, c. E.11, s. 12; Canada Pension Plan, R.S., 1985, c. C-8, s. 24; Employment Insurance Act, 1996, c. 23, s. 87; Income Tax Act, S.C. 1970-71-72, c. 63, s. 230.

**Uses:** Calculate and administer payroll, benefits and pensions. Provide payroll information for Canada Customs and Revenue Agency and Audit requirements.

**Types of Personal Information:** Employee number, name, social insurance number, gross pay, net pay, deductions, details of hours worked and hours paid, information relating to payroll generation, overriding deductions, year-end payroll reporting, payroll variance reporting, payroll registers, and timekeeping records.

**Users:** Human Resources; staff leader as appropriate.

**Individuals in Bank:** Employees – contract and permanent.

**Retention Period:** Seven Years

## Personal Information Bank (PIB) Details

**Title:** Pharmacy Dispensing Records

**Record Type:** PIB

**Description:** Records of inpatient and outpatient drug prescriptions.

**Legal Authority for PIB:** Drugs & Pharmacies Regulations Act, R.S.O. 1990, c. H. 4.

**Types of Personal Information:** Patient name, drug prescribed, date of prescription, and name of prescriber.

**Uses:** Dispensing of prescribed drugs to patient.

**Users:** Pharmacy staff, care providers

**Individuals in Bank:** Patients who have been prescribed medication.

**Retention Period:** Two years

## Personal Information Bank (PIB) Details

**Title:** Quality & Patient Safety Reviews

**Record Type:** GCR - PIB

**Description:** Records relating to the assessment and evaluation of the quality of health care provided and related programs and services.

**Legal Authority for PIB:** Quality of Care Information Protection Act, 2004, S.O. 2004, c. 3, Sched. B; Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Patient name and contact information, patient health information, care and treatment provided, and adverse events.

**Uses:** To evaluate care and service delivery and to improve the quality of care and services provided to patients.

**Users:** Quality, Risk Management, applicable leaders, clinical educators.

**Individuals in Bank:** Patients

**Retention Period:** 15 Years

## Personal Information Bank (PIB) Details

**Title:** Requests Under the Freedom of Information and Protection of Privacy Act (FIPPA)

**Record Type:** GCR-PIB

**Description:** Records relating to requests for access to general records and personal (non-health) information.

**Legal Authority for PIB:** Freedom of Information and Protection of Privacy Act, 1990, Chapter F.31

**Types of Personal Information:** Name, contact information, the information requested, correspondence between requester and FOI office. May include identification numbers such as employee numbers, copies of government identification documents and in some cases patient PIN numbers.

**Uses:** To identify, locate and provide requested personal information/general records to requester.

**Users:** FOI Office staff

**Individuals in Bank:** All members of the public who make access requests.

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Requests and investigations under the Personal Health Information Protection Act

**Record Type:** GCR/PHI/PIB

**Description:** Database of records relating to Personal Health Information. Includes access to health records requests, health record access audits, complaints and investigations of both staff and patients.

**Legal Authority for PIB:** Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A.

**Types of Personal Information:** Name, contact information, personal health information, patient PIN and medical record number of individual to whom the personal health information (PHI) relates. May include patient consent to disclose PHI to another person or organization (e.g. insurance co.). May include name & contact info for substitute decision maker (if applicable).

If being used for an access audit, record will contain complaint or investigation, other information relating to the nature of the complaint or investigation.

**Uses:** To identify, locate and provide requested personal health information to patient/former patient or as directed by patient or substitute decision maker. To perform system audits on health records accesses to ensure patient privacy. To investigate complaints and potential breaches of patient privacy. To ensure patient wishes regarding their rights to privacy are adhered to with respect to in-hospital stays, contact from hospital fundraisers and staff access rights to the patient's personal health information.

**Users:** Privacy Office, Health Records Correspondence staff

**Individuals in Bank:** Patients and staff

**Retention Period:** TBD



## Personal Information Bank (PIB) Details

**Title:** Security Programs & Services

**Record Type:** GCR - PIB

**Description:** Records relating to providing security for patients, visitors, staff, physicians and volunteers at all London Health Sciences Centre sites. This includes records relating to physical, technical and administrative controls including security, alarm and controlled access systems, staff identification cards (includes photograph), authorization records, access controls, video cameras, security logs, and incident reports.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Names of employees, physicians and volunteers, identification number and photograph; security videotapes

**Uses:** To identify staff, physicians and volunteers and to document access; video taping and monitoring is used to identify and respond to potential security risks.

**Users:** Security

**Individuals in Bank:** Staff, physicians, volunteers, contractors.

**Retention Period:** Two years (security video retention period based on business needs and technical limitations)

## **Personal Information Bank (PIB) Details**

**Title:** Spiritual Care Registration

**Record Type:** PIB

**Description:** Records relating to the registration of pastoral care providers (professional and lay) seeking to conduct patient visits in the hospital.

**Legal Authority for PIB:** TBD

**Types of Personal Information:** Name, date of birth, religious affiliation, home address/contact information, driver's licence number.

**Uses:** Document pastoral providers' access to hospital and patient lists; provide computer access and ID cards.

**Individuals in Bank:** Spiritual care providers external to LHSC.

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Volunteers

**Record Type:** PIB

**Description:** Records relating to being a volunteer at the hospital. This may include the types of work to be performed, schedules of work and volunteers available.

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Name and contact information of volunteers; length of service.

**Uses:** Used to contact volunteers and to schedule volunteer work.

**Users:** Volunteer Services staff and volunteer leader as appropriate.

**Individuals in Bank:** Individuals who volunteer their time and expertise to the hospital.

**Retention Period:** TBD

## Personal Information Bank (PIB) Details

**Title:** Workers' Compensation and Disability Management

**Record Type:** PIB

**Description:** Records relating to monitoring claims for compensation as a result of personal injuries, illness, or other medical conditions preventing employees from fulfilling regular job duties. Records include workers' compensation and long term disability claims, injury report forms, disability recurrence reports and supporting correspondence.

**Legal Authority for PIB:** Workplace Safety and Insurance Act, 1997, Schedule A, c. 16.

**Types of Personal Information:** Employee name, copies of injury report forms, long term disability claim forms and WSIB forms.

**Uses:** Fulfill hospital's obligations to injured or ill employees including planning for workplace accommodation and safe return to work; to comply with legislation.

**Users:** Occupational Health and Safety and employee leader as appropriate.

**Individuals in Bank:** Employees who are injured or who become ill.

**Retention Period:** TBD