



Telemedicine's Leader

Protecting the Privacy of Your Personal Health Information

You may be referred by your doctor for an appointment with another health care provider through the Ontario Telemedicine Network (OTN). OTN is a provincial telemedicine program that uses cameras and videoconferencing equipment to provide increased access to health care services across the province.

OTN knows that your personal health information is important to you and must be protected.

Personal health information is any information that can identify you and link you to health care services you receive. This can include your:

Name **Telephone Number**
Address
Health Card Number
Health Professional's Name
Reason for Seeing a Health Professional
Lab or Examination Results

OTN uses your personal health information to arrange and send you information about your telemedicine appointment and pay the doctor for the services provided. OTN will not give this information to anyone other than those involved in your care without your approval, unless required to do so by law.

By agreeing to a telemedicine appointment, you are giving your permission to OTN to release your personal health information to those involved with your care. You can withdraw your permission at any time before or even during your telemedicine appointment.

OTN uses a variety of physical, administrative and technical methods to protect your personal health information. These include:

- privacy and security-trained staff
- encryption technologies
- locked offices, drawers and filing cabinets
- monitoring technologies and firewalls

You have the right to see your personal health information and to ask that OTN make corrections if the information is inaccurate or incomplete. If you feel that your personal health information has not been handled or managed properly by OTN, you may also register a complaint with the OTN Privacy Officer.

For more information, please visit our website at www.otn.ca or contact our Privacy Officer at privacy@otn.ca.