



## Protecting the Privacy of Your Personal Health Information

The Ontario Telemedicine Network (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
- locked offices, drawers and filing cabinets
- user IDs and passwords
- encryption technologies
- 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](http://www.otn.ca) or contact our Privacy Officer at [privacy@otn.ca](mailto:privacy@otn.ca).