

NOTICE OF PRIVACY PRACTICES



THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.

THE PRIVACY OF YOUR HEALTH INFORMATION IS IMPORTANT TO US.

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office@endodonticcentre.com

ACCOUNTABILITY (Principle 1)

Our office is responsible for all personal information under our control, and the policies and practices we employ for handling this information to ensure our office complies with the provincial privacy legislation in force. For more information on our policies please contact our office. The contact information listed above.

IDENTIFYING PURPOSES (Principle 2)

Our office collects personal information from patients for the safe and efficient delivery of dental treatment, including information used for payment. This information includes contact information, medical history, past treatment and billing information, such as insurance status. You will be notified if your personal information is to be used for purposes other than those indicated here. In the normal course of business, your information may be viewed by computer and accounting personnel.

CONSENT (Principle 3)

As a patient, your personal information is requested to ensure safe and appropriate care is provided. It will only be collected, used and disclosed for this purpose. Similarly, financial information will also be collected, used and disclosed for the payment of services rendered. On this basis, it is reasonable to conclude that you have provided consent for this purpose.

LIMITING COLLECTION (Principle 4)

Personal information collected on patients is limited to providing patient care and receiving payment for these services.

LIMITING USE, DISCLOSURE, AND RETENTION (Principle 5)

Personal information will not be used, disclosed or retained for purposes other than those identified above and will only be retained for as long as necessary to fulfill those purposes or as required by law. When it

is no longer required, all personal information will be destroyed in a manner that recognises the sensitivity of the information.

ACCURACY (Principle 6)

To ensure the accuracy of the personal information, our office encourages patients and staff to maintain records that are accurate and up-to-date. Please notify our staff on your next visit or contact the office immediately if there is a change.

SAFEGUARDS (Principle 7)

Our office will take reasonable steps to ensure the personal information under our control will be protected from unauthorised use and disclosure appropriate to the sensitivity of the information.

OPENNESS (Principle 8)

Information on our policies and practices are available to patients. Please direct your enquiries to our office.

INDIVIDUAL ACCESS (Principle 9)

Individuals can request to view their personal information held by our office by contacting the Richmond Endodontic Centre. A patient can challenge the accuracy and completeness of the information and have it amended as appropriate. We will be guided by the relevant section of the Act and the directives of the Ministry of Management Services as amended on occasion.

CHALLENGE COMPLIANCE (Principle 10)

Should a patient lodge a complaint regarding our office's compliance with the Act, a complaint can be filed with the Richmond Endodontic Centre. All complaints will be investigated and responded to. In the event the complainant remains dissatisfied, a formal complaint can be made to the Provincial Information and Privacy Commissioner.