

NOTICE OF PRIVACY PRACTICE

Last updated: April 8, 2023

We, at Ottawa Hears Audiology, respect your privacy and understand the importance of protecting your personal health information. As an audiology clinic located in Ontario, Canada, we are committed to following the Personal Health Information Protection Act (PHIPA) and the Canadian Standards Association's Model Code for the Protection of Personal Information to safeguard your information.

This notice outlines how we collect, use, and disclose your personal health information. Personal health information includes your name, contact information, health history, assessment results, and treatment plans.

Collection of Information

We collect your personal health information through your consent during your first visit, when you complete our intake forms, or during any subsequent visits. We may also receive information from other healthcare providers involved in your care.

Use of Information

We use your personal health information to provide quality care and services to you. This includes assessing your hearing health, developing treatment plans, and monitoring your progress. We may also use your information for billing and communication purposes with your insurance company, other healthcare providers involved in your care, or authorized representatives.

Disclosure of Information

We will not disclose your personal health information without your consent, except when required by law or to provide care to you. We may disclose your information to healthcare professionals involved in your care, regulatory bodies, or if required by law. We will not sell your personal health information to third parties.

Access and Correction

You have the right to access and correct your personal health information. If you believe your information is incorrect, please contact us to make corrections. We will provide you with a record of your personal health information upon request.

Safeguards

We have implemented physical, administrative, and technical safeguards to protect your personal health information from theft, loss, and unauthorized access. Our employees and contractors are trained to follow our privacy practices and sign confidentiality agreements.

Contact

If you have any questions or concerns about our privacy practices or wish to access or correct your personal health information, please contact our Privacy Officer by filling out the contact-us form at www.ottawahears.com.

We reserve the right to change our privacy practices at any time, in compliance with PHIPA. Any changes will be reflected in an updated Notice of Privacy Practice available to you.

Ottawa Hears is committed to protecting your personal health information and providing quality care.

Thank you for choosing us for your hearing health needs!