

Personal Information Bank

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Administration and Governance

Board Membership

Location: Executive Office

Legal Authority: Corporations Act (Ontario), s.300

Information Maintained: Some or all of name, email, assistant's name, assistant's telephone, assistant's email, home address, home telephone

Uses: To document the membership of the hospital's governing bodies and to produce mailing labels

Users: Corporate Assistants

Individuals in Bank: Directors compromised of staff and the public

Retention and Disposal: Varied, see CHEO record retention policy

Business Office

Patient Leger Card

Location: Electronic Record, Manager Business Office

Legal Authority: Income Tax Act s. 230(1)

Information Maintained: Direct Personal Information – Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information

Uses: For administration purposes; Maintain files

Users: Business Office Staff

Individuals in Bank: Patients

Retention and Disposal: Varied, see CHEO record retention policy

Customer and Billing Invoices

Location: Electronic Record, Manager Business Office

Legal Authority: Income Tax Act s. 230(1)

Information Maintained: Direct Personal Information – Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information

Uses: To administer monies receivable or received by the hospital from individuals

Users: Business Office Staff

Individuals in Bank: Patients

Retention and Disposal: Varied, see CHEO record retention policy

Parking

Location: Business Office

Legal Authority: Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Some or all of name, home contact information, employee number and vehicle information

Information Uses: Information is used to administer parking services

Users: Business Office Staff

Individuals in Bank: Current and former students, staff, midwives, physicians

Retention and Disposal: Varied, see CHEO record retention policy

Corporate Communication

Images

Location: Corporate Communications

Legal Authority: Hospitals Act, R.S.O., 1990

Information Maintained: Photographic images of people and events at or associated with the hospital, personal stories, facts

Uses: Used to promote the Hospital in internal and external publications

Users: Corporate Communications staff

Individuals in Bank: Staff, volunteers, students, midwives, physicians and members of the public who attend CHEO events

Retention and Disposal: Varied, see CHEO record retention policy

General Administration

Departmental Contact Lists and Scheduling

Location: List available in most departments

Legal Authority: Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Some or all of name, home, contact information, employee number

Uses: To administer employment relationship

Users: Manager

Individuals in Bank: Staff

Retention and Disposal: Varied, see CHEO record retention

Health Records

Records under the Personal Health Information Protection Act

Location: Health Records Office

Legal Authority: Personal Health Information Protection Act, S.O. 2004

Information Maintained: Direct Personal Information – Some of all of name, address, telephone number, email address, date of birth, gender. Direct Personal Health Information – Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnosis, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual

Uses: Information is used to maintain records of patients treated at the hospital

Users: Health records department

Individuals in Bank: Patients

Retention and Disposal: Varied, see CHEO record retention policy

Release of Information Files

Location: Health Records Office

Legal Authority: Personal Health Information Protection Act, S.O. 2004

Information Maintained: Direct Personal Information – Some or all of name, address, telephone number, email address, date of birth, gender. Direct Personal Health Information – Some of all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnosis, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual

Uses: To process requests for personal health information

Users: Health records department

Individuals in Bank: Patients, midwives, physicians, lawyers and others authorized to request personal health information of another individual

Retention and Disposal: Varied, see CHEO record retention policy

Human Resources

Personnel Records

Location: Human Resources

Legal Authority: Public Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Some or all of name, date of birth, home/emergency contact information, marital/family status and information, next-of-kin, beneficiary information, citizenship/immigration status, employment information, performance evaluations, discipline information, grievance information, criminal record check, attendance, financial information, disability and/or medical information, photographs, physical description, reference letters, comments and opinions

Uses: Information used to administer the employment relationship from the point of hiring to termination in accordance with established policies, collective agreements and legislative requirements and for contact/reporting purposes

Users: Authorized Human Resources staff

Individuals in Bank: Employees, emergency contacts

Retention and Disposal: Varied, see CHEO record retention policy

Employee Competition and Recruitment

Location: Human Resources

Legal Authority: Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Some or all of name, home contact information, gender, marital/family status, eligibility to work in Canada, employee/student/student number, education information, employment information, orders of employment, designated group status, contract status, union affiliation, student evaluation results, reference letters, comments and opinions

Uses: To administer the hiring process; maintain files

Users: Human Resources staff

Individuals in Bank: Prospective employees, employees

Retention and Disposal: Varied, see CHEO record retention policy

Grievances and Arbitrations

Location: Human Resources

Legal Authority: Labour Relations Act, 1995, c. 1, s. 48.

Information Maintained: Direct Patient Information – Some or all of name, home contact, information, gender, marital/family status, eligibility to work in Canada, employee/student number, education information, employment information, offers union affiliation, comments and opinions

Uses: Information is used to respond to employee grievances

Users: Human Resources and Labour Relations staff

Individuals in Bank: Employees with grievances

Retention and Disposal: Varied, see CHEO retention policy

Policy Reference Check Program

Location: Human Resources

Legal Authority: Developmental Services Act, R.R.O. 1990, Reg. 272, 13(1) K, Report No. 8 of the Economic Development Committee (Clause 6) {Police Reference Checks and the Hiring Process}

Information Maintained: Direct Personal Information – Some or all of name, date of birth, gender, address, telephone number, email address

Uses: Information is used to assist in determining the suitability of successful candidates for positions with the hospital

Users: Human Resources staff

Individuals in Bank: Employees, Students, Volunteers

Retention and Disposal: Varied, see CHEO record retention policy

Record of Training

Location: Human Resources

Legal Authority: Occupational Health and Safety Act, R.S.O. 1990, c. 0.1, s. 25

Information Maintained: Direct Personal Information – Some or all of name, gender, date of birth, address, telephone number, employment history, training history including certificates, test and result information, employee sign off sheet

Uses: Information is used for administration purposes, maintain record of employee training on technical and hard skills

Users: Human Resources staff

Individuals in Bank: Employees, Students Volunteers

Retention and Disposal: Varied, see CHEO record retention policy

Workplace Compensation and Disability Management

Location: Human Resources

Legal Authority: Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995

Information Maintained: Direct Personal Information – Some or all of name, date of birth, home contact information, marital/family status and information, SIN, employee number, employee information, long term disability claim information, Workplace Safety and Insurance Board claim information, financial information

Uses: Information is used to administer claims and benefits, monitor accommodation and return for work planning

Users: Human Resources and other authorized individuals

Individuals in Bank: Employees, dependents and beneficiaries

Retention and Disposal: Varied, see CHEO record retention policy

Information Services

Systems and Accounts Administration Records

Location: Information Services

Legal Authority: Public Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Some or all of name, username, password, home contact information, employee number

Uses: Information is used to create telephone, internet and e-mail accounts for students, staff, midwives, physicians, administer access permissions, respond to user inquiries, investigate incidents, produce long-distance reports and for contact purposes

Users: Information Services staff

Individuals in Bank: Current and former students, volunteers, staff, midwives, physicians

Retention and Disposal: Varied, see CHEO record retention policy

Freedom of Information Requests

Location: Freedom of Information office

Legal Authority: Freedom of Information and Protection of Privacy Act

Information Maintained: Direct Personal Information – Some or all of name, address, telephone number, email address, record of payment, subject of request, various types of personal information depending upon records requests

Uses: Information is used to process access requests and corrections to personal information requests or investigate privacy complaints under FIPPA

Users: Chief Privacy Officer, Freedom of Information Coordinator

Individuals in Bank: Individuals making requests

Retention and Disposal: Varied, see CHEO record retention policy

Occupational Health and Safety, Infection Control

Occupational Health and Safety Records

Location: Occupational Health and Safety Department

Legal Authority: Occupational Health and Safety Act/Workplace Safety and Insurance Act

Information Maintained: Direct Personal Information – Some or all of name, date of birth, home contact information, marital/family status and information, employee number, employment information, medical information. Other – Correspondence

Uses: Information is used to uphold the Hospital's responsibility to provide a safe and healthy workplace and to respond to occupational health and safety issues

Users: Occupational Health and Safety staff and physicians

Individuals in Bank: Staff, students, volunteers, midwives, physicians

Retention and Disposal: Varied, see CHEO record retention policy

Infection Control Records

Location: Infection Control Department

Legal Authority: Health Protection and Promotion Act, R.S.O. 1990, c. H.7, s. 5, 25

Information Maintained: Personal Health Information – Some or all of name, hospital number, medical information including lab results

Uses: Information is used for reporting, diagnosis, treatment, isolation status, follow up and referral for each patient

Users: Infection control staff and physicians

Individuals in Bank: Individuals who have a positive lab result for microorganisms

Retention and Disposal: Varied, see CHEO record retention policy

Patient Relations

Patient Relation Files

Location: Patient Relations Office

Legal Authority: Public Hospitals Act, R.S.O., 1990; Excellent Care for All Act (Bill 128)

Information Maintained: Direct Personal Information – Some or all of name, address, telephone number, email address, opinions. Other – Correspondence and other supporting documents

Uses: Information is used to investigate and resolve complaints

Users: Patient Relations Consultant and Directors or Managers involved in the investigation

Individuals in Bank: Patients or other complainant, staff, students, volunteers, midwives, physicians

Retention and Disposal: Varied, see CHEO record retention policy

Payroll

Employee Payroll Files

Location: Manager, Payroll

Legal Authority: Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. 18 I.8, c. 300; Canada Pension Plan, R.S., 1985, c. C-8, s. 24.

Information Maintained: Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, reported absences, garnishments, pay rate changes, and both elected and mandatory payroll deductions for each employee. Direct Personal Information – Some or all of name, address, employee number, employment history, tax exemptions, bank account number, medical history, other correspondence

Uses: Information is used for administration purposes; calculate and administer payroll

Users: Payroll Staff

Individuals in Bank: Staff, students

Retention and Disposal: Varied, see CHEO record retention policy

Benefit Records

Location: Manager, Payroll

Legal Authority: 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. 24.

Information Maintained: Direct Personal Information – Name, address, telephone number, email address, employee number, employment history, medical history. Other – Correspondence, contract, record of payment

Uses: Information is used for administration purposes; maintain files

Users: Payroll Office, Human Resources

Individuals in Bank: Staff

Retention and Disposal: Varied, see CHEO record retention policy

Pension Records

Location: Payroll Office

Legal Authority: Employment Insurance Act, 1996

Information Maintained: Direct Personal Information – Name, address, telephone number, email address, employee number, SIN, benefit information, financial history, employment history tax information

Uses: Information is used to administer pension entitlements and provide financial planning

Users: Payroll Office, Human Resources

Individuals in Bank: Staff

Retention and Disposal: Varied, see CHEO records retention policy

Payroll Register / Payroll Period Processing

Location: Payroll Office

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

Information Maintained: Records Relating to the administration and processing of employee salary and expense payments during regularly-scheduled pay periods. Direct Personal Information – Some or all of name, address, gender, gross pay, net pay, deductions, details of hours worked and hours paid, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exceptions, bank account number, medical history.

Uses: Information is used for administration purposes; provide payroll information for Canada Customs and Revenue Agency and Audit requirements

Users: Payroll staff, Human Resources

Individuals in Bank: Staff

Retention and Disposal: Varied, See CHEO records retention policy

T4 / T4A Reports and Canada Pension Plan Contributions

Location: Hard copy, Manager, Payroll

Legal Authority: Income Tax Act, s. 230(1), Income Tax Act Regulations s. 5800

Information Maintained: Direct Personal Information – Name, address, telephone number, email address, employee number, financial history, employment history

Uses: Information is used for administration purposes; Maintain files

Users: Payroll Office

Individuals in Bank: Staff

Retention and Disposal: Varied, see CHEO records retention policy

Pharmacy

Pharmacy Inpatient Prescriptions

Location: Pharmacy Department

Legal Authority: Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004

Information Maintained: Direct Personal Information – Some or all of name, address, telephone number, email address, date of birth, gender. Direct Personal Health Information – Some or all of name, address, telephone number, email address, date of birth, OHIP number, date of birth, gender, health insurance information, health history, health measurements and examination results, health conditions, assessment results and diagnosis, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual

Uses: Information used for administration purposes; Maintain files

Users: Staff, students, midwives, physicians

Individuals in Bank: Patients

Retention and Disposal: Varied, see CHEO record retention policy

Security Services

Security Reports

Location: Secure Software, Memo Books, Use of Force Forms

Legal Authority: Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Some or all of name, address, telephone number, date of birth, gender, employee number, known aliases, driver's licence number, financial information, health information, employment history, legal information, criminal history, nature of incident/complaint, incident summary, dispatch number, incident number, case number, police case number, images, audio recordings, name of officer, witness statements, case notes

Uses: Information is used to investigate security incidents and maintain a safe environment

Users: Security guards, security coordinators, alternate coordinators and managers

Individuals in Bank: Public, patients, staff, volunteers, students, midwives, physicians

Retention and Disposal: Varied, see CHEO record retention policy

Video Surveillance Records

Location: Protection Services Office

Legal Authority: Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Video images of people entering or using hospital facilities

Uses: Information is used to investigate incidents relating to safety or security

Users: Protection, patients, staff, volunteers, students, midwives, physicians

Retention and Disposal: Varied, see CHEO records retention policy

I.D Card and Key Access Records

Location: Protection Services Office

Legal Authority: Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Some or all of name, home contact information, employee number and photographs

Uses: Information is used to administer and maintain access control

Users: Protection Services staff

Individuals in Bank: Staff, volunteers, student, midwives, physicians

Retention and Disposal: Varied, see CHEO record retention policy

Research

Research Ethics Board

Location: Office of Research Ethics, Researchers

Legal Authority: Medical Devices Regulations (SOR/98-282), Health Canada Guidance for Records Related to Clinical Trials (Guide 0068), 2006

Information Maintained: Direct Personal Information – Some or all of names of researchers, contact information, third party opinions about individuals involved in project, individuals own views or opinions

Uses: Information is used to determine the granting of ethics clearance to research involving human participants, including clinical trials

Users: Office of Research Ethics, members of relevant research ethics committee

Individuals in Bank: Staff, students, midwives, physicians and potentially research participants

Retention and Disposal: Varied, see CHEO record retention policy

Volunteer Services

Volunteers

Location: Electronic, Volunteer Services

Legal Authority: Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references, education history, criminal reference checks, training, awards, emergency contact information, shifts, positions held, performance notes, interview notes, reference letters, TB tests

Uses: Information is used for administration purposes; Maintain files

Users: Director, Volunteer Services Coordinators, Administrative Assistants including office volunteer

Individuals in Bank: Volunteers

Retention and Disposal: Varied, see CHEO record retention policy

Volunteer Applications

Location: Electronic, Volunteer Services

Legal Authority: Hospitals Act, R.S.O., 1990

Information Maintained: Direct Personal Information – Some or all of name, address, telephone number, email address, gender, age, employment history, languages spoken, references

Uses: Information is used for administration purposes; Maintain files

Users: Director, Volunteer Services Coordinators, Administrative Assistants including office volunteer

Individuals in Bank: Volunteers

Retention and Disposal: Varied, see CHEO record retention policy