



# Saskatoon Pediatric Dentistry Privacy Policy

## Our Commitment to You

Consistent with the requirements of our profession and those of the Health Information Protection Act of Saskatchewan and the Personal Information Protection and Electronic Documents Act of Canada, we acknowledge our duty and responsibility to hold in confidence your personal information gathered in the course of our professional relationship.

To ensure our accountability, we have developed this policy and trained our dentists and staff about the policy and its implementation.

## What is Personal Information?

Personal information is any factual or subjective information, recorded or not, about an identifiable individual. It includes personal health information with respect to your physical and mental health and any health service provided to you.

## Why do we collect Personal Information?

We collect information relevant to your dental health for the limited purpose of providing dental health services to you safely and effectively for a fee. This is done prior to and during treatment. We also collect information for these purposes:

- (a) To maintain communications with you;
- (b) To obtain payment from yourself or paying agencies, including insurers and government; and
- (c) To provide you with information and services respecting your dental health care.

How do we collect your personal information?

Mostly we collect your personal information directly from you. This commences on our first contact with you and during our dentist-patient relationship.

Sometimes we may obtain information about you from other sources, for example:

- (a) With your permission, or without it in emergencies, from your physician, pharmacist or other dentist;  
and
- (b) From your employer, insurer, or other agency, institution or government source accepting responsibility to pay for the dental services rendered to you.

## CONSENT

In most cases, we shall ask you to specifically consent, if we collect, use or disclose your personal information. Normally, we ask for your consent in writing, but in some circumstances, we may accept your oral consent. Sometimes your consent may be implied through your conduct with us.

In course of obtaining your consent, we will explain:

- (a) any diagnosis we make; and
- (b) the proposed treatment plan, if treatment is indicated;

So that you have sufficient information upon which to provide us with an informed consent to treatment.

You also have the right to revoke your consent at any time. If you need any clarifications, we will be please to respond.

Use of your personal information:

You have the right to be informed of the anticipated uses of your personal information.

We will use your personal information to:

- (a) provide you with dental services;
- (b) obtain payment of our account; and
- (c) to provide you with information and follow-up respecting your dental care

We do not disclose your personal information to any third party to enable them to market their products and services. For example, we do not provide our patient list to direct marketers.

### **Disclosure of Your Personal Information**

You have the right to be informed about the anticipated disclosures or your personal information.

We will disclose your personal information to third parties without consent subject to such limitations as you may impose upon us.

Under certain circumstances we may be obliged, justified, or permitted to disclose your personal information without your knowledge or consent. To illustrate, these include:

- When we are required by law or ordered to do so by a court order, warrant or subpoena;
- Where we believe, upon reasonable grounds, that there is an imminent risk to an identifiable person or group of death or serious bodily harm;
- Where it is alleged that a member, associated or employee of the dental practice is guilty or a criminal offence, civilly liable in a civil action or guilty of malpractice or misconduct, or under investigation by a licensing body pursuant to its responsibilities under THE DENTAL DISCIPLINES ACT, its bylaws and a Code of Ethics;
- If the collection, use or disclosure is clearly in your interest and consent cannot be obtained in a timely way;
- Where it is necessary to establish or collect fees;
- When we refer you to another dentist, physician, or other caregiver or health institution or special care home to support the provision of dental services to you;
- To your next of kin or someone with whom you have a close personal relationship and you have not expressed a contrary intention;
- To a successor dental caregiver;
- De-identified personal information for health research;

In which case we will not disclose more information than is required.

### **Updating Your Information**

Since we use your personal information to provide dental health services to you, it is important that the information be accurate and up-to-date.

If during the course of our relationship with you any of your information changes, please inform us so that we can make any necessary changes.

### **Information Retention and Destruction**

Upon conclusion of dental services, your dental health chart will be retained in a secure location pending provision of dental services in the future. Your dental chart and personal information will not be destroyed, except when it is consistent with the law, ethical and limitation standards required or recommended by the College of Dental Surgeons.

### **How is Your personal Information Secured?**

We take all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification or disclosure. Among the steps taken to protect your information are:

- Premises security, including locks, security cars, and restricted access;
- Restricted file access to personal information;
- Deploying technological safeguards such as security software, encryption technology, and firewalls to prevent hacking or unauthorized computer access;
- Internal password and security policies;
- Confidentiality Agreements with third parties who provide services to us.

### **Correcting Errors**

If we hold information about you and you can establish that it is not accurate, complete and up-to date, we will take reasonable steps to correct it. If the information cannot be changed, your request and our decision will be noted in your dental chart.

### **Access to your Personal Information**

You may ask your dentist for access to any personal information we hold about you. If that is not satisfactory, you may contact Dr. Anjani Koneru.

Summary information is available on request. More detailed requests which require archive or other retrieval costs may be subject to our normal professional and disbursement fees.

### **Exceptions to Access**

We will endeavour to provide you with access to your personal information. However, in certain circumstances it may not be possible. In any case, where we are unable to or cannot grant you access to personal information, we will provide you with reasons on request.

Exceptions to access may include:

- Information that is prohibitively costly to provide;
- Information that has been destroyed;
- Information that contains personal information about a third party and which cannot be severed from disclosure;
- Disclosure of personal information which could reasonably be expected to endanger your mental or physical health and the safety of another person;
- Information which could identify a third party; and
- For other legal and security reasons which relate to the enforcement of any law of Saskatchewan or Canada.

### **Changes to this Privacy Policy**

Since we regularly review all our policies and procedures , we may change our Privacy Policy from time to time.