

Directory of Records and Personal Information Banks

Preamble

Cornwall Community Hospital is an acute care hospital operating under the authority granted to it by the Province of Ontario. It functions under legislation contained in the *Public Hospitals Act* and all other pertinent and appropriate provincial and federal acts and regulations to provide care and treatment for those persons who require hospitalization or treatment on a day or emergency basis. The Hospital provides active treatment programs and services, mental health services, community health, emergency services, out-patient services, rehabilitation and therapeutic services. Its catchment area includes the United Counties of Stormont, Dundas and Glengarry, the City of Cornwall and the territory of Akwesasne. The Hospital is governed by a Board of Directors and administered by a Chief Executive Officer.

Directory of Records and Personal Information Banks

As required by the Ontario *Freedom of Information and Protection of Privacy Act*, the Hospital's Directory of Records provides a listing of the types of records held by the hospital. The Directory of Records is divided into functional categories and includes an index of Personal Information Banks. Personal Information Banks are defined as a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular assigned to the individual. Questions about the Directory of Records or Personal Information Banks should be directed to:

Cornwall Community Hospital
c/o Freedom of Information Office
840 McConnell Avenue
Cornwall, Ontario K6H 5S5
Telephone No.: 613-938-4240, ext. 2262
communications@cornwallhospital.ca

- ◆ Administrative and Governance
- ◆ Clinical Programs
- ◆ Communication and Public Relations
- ◆ Facilities, Planning and Support
- ◆ Finance
- ◆ Human Resources
- ◆ Information Management
- ◆ Materiel Management
- ◆ Medical Affairs
- ◆ Quality and Risk

Administrative and Governance

Records related to the general administration and governance of the hospital, including records of the Board of Directors as well as those of the senior administration team. These records include but are not limited to By-laws, Policies and Procedures, Agreements, Corporate correspondence, Hospital Annual Report, balanced scorecards, fan-out lists, Accreditation Report, minutes, leases, deeds, licenses.

Personal Information Banks:

Register of Members of the Corporation

Location: Executive Office

Legal Authority: Corporations Act

Information Maintained: Name, address, telephone number, email address, facsimile number

Uses: Maintain a record of past and present members of the Corporation

Users: Executive Office

Individuals in Bank: Members of the Corporation

Retention and Disposal: 10 years

Register of Directors of the Corporation

Location: Executive Office

Legal Authority: Corporations Act

Information Maintained: Name, address, telephone number, email address, facsimile number

Uses: Maintain a record of past and present board members

Users: Executive Office

Individuals in Bank: Directors of the Board

Retention and Disposal: Permanent

FIPPA Requests

Location: Executive Office

Legal Authority: Freedom of Information and Protection of Privacy Act

Information Maintained: Name, address, telephone number, email address, facsimile number, record of payment

Uses: To respond to Freedom of Information requests

Users: Freedom of Information Office

Individuals in Bank: Requestors of information

Retention and Disposal: 5 years after final response to the request

Statements Relating to Destruction of Personal Health Information

Location: Executive Office

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

Information Maintained: Patient name, Date of Birth, Central Patient Index (CPI) Number

Uses: Record of disposition of Personal Health Information

Users: Executive Office

Individuals in Bank: Patients whose records have been destroyed or digitized

Retention and Disposal: 25 years

Departmental Contact Lists and Scheduling

Location: List available in most departments

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

Information Maintained: Staff name, home contact information

Uses: To administer employment relationship, scheduling, disaster call back system

Users: Directors, Managers, Staff

Individuals in Bank: Staff

Retention and Disposal: End of employment

Clinical Programs

Records related to patient care within the hospital including all inpatient and outpatient/community services. These records include but are not limited to waiting lists, schedules, preventative maintenance records, patient surveys, wait time information, training certificates, minutes, cancellation lists, statistics, log books, abstracts of information submitted to CIHI for Acute, Rehabilitation and Mental Health.

Personal Information Banks:

Patient Care Records – Inpatient, Day Surgery, Emergency

Location: Health Information Services, Patient Registration, Nursing Units, Emergency, Diagnostic Services, Therapy Services, Dietary, Decision Support, various databases including ANZER, Pharmacy, NUANCE Transcription System, SCANTRAX, FileBound, RIS/PACs, LabVision, CBORD, BSharp

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

Information Maintained: Patient/client demographic information, health insurance information, patient history and physical, consultations, operating room record, anaesthesia records, recovery room records, diagnostic tests, treatment records are included in inpatient, day surgery and Emergency charts

Uses: Patient Care

Users: Circle of Care

Individuals in Bank: Patients/clients treated by Cornwall Community Hospital

Retention and Disposal: Minimum ten (10) years after death or discharge unless the patient is less than 18 years of age, then ten (10) years past their 18th birthday

Patient/Client Care Records –Ambulatory Care Services, Chronic Disease Management

Location: Patient Registration, Outpatient Clinics, Diagnostic Services, Therapy Services, Decision Support, various databases including ANZER, Pharmacy, RIS/PAC's, Lab Vision, NUANCE Transcription System, SCANTRAX, FileBound, CBORD

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

Information Maintained: Patient/client demographic information, patient/client health information as related to the treating outpatient clinic

Uses: Patient Care

Users: Circle of Care

Individuals in Bank: Patients/clients treated by Cornwall Community Hospital as an outpatient

Retention and Disposal: Minimum ten (10) years after death or discharge unless the patient is less than 18 years of age, then ten (10) years past their 18th birthday

Patient/Client Care Records –Outpatient/Community Mental Health Services

Location: Tri-County Mental Health, Outpatient Mental Health Services, Assertive Community Treatment Team, Mental Health Crisis Team, Children's Mental Health Services, Withdrawal Management Services, Health Information Services, Decision Support, various databases including ANZER, NUANCE Transcription System, SCANTRAX, FileBound, CRMS, OCAN

Legal Authority: Public Hospitals Act R.S.O 1990; Mental Health Act

Information Maintained: Patient/client demographic information, patient health information as related to the treating outpatient clinic or Community Health Service

Uses: Patient Care

Users: Circle of Care

Individuals in Bank: Patients/clients treated by Cornwall Community Hospital as an outpatient or in the community

Retention and Disposal: Minimum ten (10) years after death or discharge unless the patient is less than 18 years of age, then ten (10) years past their 18th birthday

Patient Diagnostic Studies

Location: Laboratory, Diagnostic Services including Nuclear Medicine, Radiology, Ultrasound, CT, Mammography, OBSP database, Cardio Respiratory, Sleep and EEG's, various databases including PACS/RIS, LabVision, LabPolytech,

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

Information Maintained: Patient demographic information, reports, studies, requisitions, patient logs, patient schedules

Uses: Communication to "circle of care" to support regional and provincial initiatives

Users: Circle of Care within the hospital and hospitals across the region and province

Individuals in Bank: Patients receiving diagnostic studies at Cornwall Community Hospital

Retention and Disposal: In accordance with applicable Acts or established standards

Patient Registration System

Location: ANZER Database available to all Circle of Care departments

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

Information Maintained: Patient demographic information, OHIP Number, gender, marital/family status, medical information

Uses: Communication to "circle of care" to support regional and provincial initiatives

Users: Circle of Care within the hospital and hospitals across the region and province

Individuals in Bank: Patients registered as a patient at Cornwall Community Hospital

Retention and Disposal: 50 years

Communications and Public Relations

Includes records related to internal and external communication, distributed to the media, on our website and to both external and internal stakeholders. Other records include presentations, signage and advertisements.

Personal Information Bank:

Photos

Location: Communications Department

Legal Authority: Public Hospitals Act, R.S.O, 1990
Information Maintained: Photos of people and events at or associated with the hospital
Uses: Publications, printed material, website,
Users: Communications
Individuals in Bank: patients, visitors, staff
Retention and Disposal: Variable, some may have historical value

Facilities, Planning and Support

Records related to maintenance, operations and development of hospital facilities and grounds. These records include but are not limited to parking records, video surveillance tapes, blueprints, building permits, preventative maintenance reports, Medical Gases certificates, specs, drawings, cleaning records, fire/safety tests, project files, heliport manual, Tender and contract documents, building plans, Capital development Project Documents, Emergency Response records include emergency code policies, procedures and test exercises

Personal Information Banks:

Vehicles

Location: Executive Office
Legal Authority: Personal Information Protection and Electronic Documents Act (PIPEDA)
Information Maintained: Name and valid driver's license number
Users: Executive Office
Individuals in Bank: Staff with permission to operate a vehicle owned by hospital
Retention and Disposal: varied/to be determined

Security Records

Location: Security Office, Executive Office
Legal Authority: Public Hospitals Act, Trespass to Property Act
Information Maintained: Name, home contact information
Uses: Information is used to investigate security incidents and maintain a safe environment
Users: Directors, Managers, Security Personnel
Individuals in Bank: Public, patients, staff, volunteers, students
Retention and Disposal: Undetermined

Video Surveillance Records

Location: Plant Operations, Chief Planning and Resource Officer

Legal Authority: Public Hospitals Act R.S.O., 1990
Information Maintained: Video surveillance clips
Uses: Information is used to investigate incidents relating to safety or security
Users: Plant Operations, Planning and Resource Office
Individuals in Bank: Public, patients, staff, volunteers, students
Retention and Disposal: 1 year after last use

Finance

Records related to budgets, revenue and expenses. These records include but are not limited to source documents, bank information, invoices, credit and collection information, professional staff payments, books of account and accounting records, WSIB records, HOOPP records, tax records, and department minutes.

Personal Information Bank:

Accounts Receivable

Location: Finance, ANZER
Legal Authority: Public Hospitals Act
Information Maintained: Name, OHIP/Insurance information, Credit Card Information, address, phone number, next of kin
Uses: To bill for services
Users: Business Office, Finance, Billing Authorities, Collection Agencies
Individuals in Bank: patients, employees, physicians, other institutions
Retention and Disposal: Current year + 6 years

Human Resources

Records related to the management of employees, students and volunteers and the provision of benefits and services. These records include but are not limited to salary benchmarking surveys, Labour Management Meeting Minutes, Litigation files, pay equity, payroll deduction authorization, Material Safety Data sheets, Testing Reports, WSIB files, workplace investigations, French Language Services Plan, department minutes.

Personal Information Banks:

Grievances

Location: Human Resources, HR Consultant
Legal Authority: Labour Relations Act, 1995, c.1, s.48
Information Maintained: Staff demographics, documents related to grievance, step 2 notes, response to the grievance, withdrawal of grievance

Uses: Mechanism to get an outcome or decision on a specific situation

Users: Griever, Union, Manager, Labour Relations Specialist/Human Resources

Individuals in Bank: Employee with grievances

Retention and Disposal: 2 years

Employee Health Record

Location: Employee Wellness Department, ORMED

Legal Authority: Occupational Health and Safety Act

Information Maintained: Demographic information, medical history, treatment, Long Term Disability information

Uses: to maintain a record of employee counselling, health and medical history to provide proper care and service, disability management

Users: Employee Wellness

Individuals in Bank: staff

Retention and Disposal: Life of employee + 5 years

Employee Health and Safety Records

Location: Health and Safety Office

Legal Authority: Occupational Health and Safety Act

Information Maintained: Workplace accident/incident investigation records

Uses: To provide thorough report of any workplace accidents in order to administer compensation where necessary and to comply with the Workplace Safety and Insurance Board

Users: Occupational Health and Safety

Individuals in Bank: Injured staff

Retention and Disposal: Twenty years

Employee Personnel, Payroll and Benefits Records

Location: Human Resources, ORMED, StaffRight, Finance, Payroll

Legal Authority: Employment Standards Act, Income Tax Act

Information Maintained: name, address, telephone, date of birth, sex, marital status and dependent information, citizenship, Social Insurance Number, education, work history, attendance and leave records, performance evaluations, benefit options, salary, payroll and benefit transactions, pay deduction authorizations, beneficiaries, next-of kin, garnishments, background checks, correspondence, discipline, reference letters

Uses: Document employee work history and benefits information; administer payroll and benefits package, as well as contact/reporting purposes

Users: Human Resources, Finance, Payroll

Individuals in Bank: all hospital staff, contract staff, foundation staff, retired employees, emergency contacts

Retention and Disposal: Ten (10) years after retirement, death, end of employment; Payroll – Current year + 6 years

Arbitration Files

Location: Human Resources

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

Information Maintained: All documents pertaining to Arbitration including staff name, staff contact information, complete grievance file, all evidence notes, arbitration preparation notes, memorandum of settlements

Uses: A mechanism to settle disputes

Users: Human Resources, Unions, Arbitrator Lawyers, Witnesses

Individuals in Bank: Staff involved in arbitration

Retention and Disposal: Permanent

Human Rights Complaints and Investigations

Location: Human Resources,

Legal Authority: Human Rights Code, R.S.O. 1990, c.H.19, s.5, 6, 23

Information Maintained: staff demographic information, gender, marital/family status, education information, human rights complaint

Uses: To investigate and resolve complaints

Users: Human Resources, Labour Relations

Individuals in Bank: employees, past employees, unsuccessful applicants who have filed a complaint of being discriminated against and/or harassed. Hospital employees involved in a complaint regarding discrimination or harassment as a complainant, respondent, witness or responsible manager

Retention and Disposal: Undetermined

Job Competitions and Applications

Location: Human Resources Office, Managers/Directors Offices

Legal Authority: Employment Standards Act

Information Maintained: Letters of application, resumes, competition documentation

Uses: Administer competitions and hirings

Users: Human Resources staff, management staff

Individuals in Bank: Persons seeking employment

Retention and Disposal: 6 months for applications and unsuccessful candidates; 10 years post termination for successful candidates

Volunteers

Location: Human Resources, Spiritual Care Office

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

Information Maintained: Name, address, telephone number, email address, gender, age, references, education history, criminal reference checks, training, emergency contact information, interview notes, reference letters, TB tests

Uses: To administer volunteer services, maintain files

Users: Human Resources, Manager, Spiritual Care

Individuals in Bank: Volunteers

Retention and Disposal: 10 years after end of relationship

Volunteers Applications

Location: Human Resources, Spiritual Care Department

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

Information Maintained: Name, address, telephone number, email address, gender, age, references, employment history, education history, languages spoken, references

Uses: Administer volunteer applications, maintain files

Users: Human Resources, Spiritual Care

Individuals in Bank: Volunteers

Retention and Disposal: Six (6) months if unsuccessful candidate

Information Management

Records related to the management access to hospital and IT systems. These records include but are not limited to service contracts, back-up systems, email storage, package installation history, licenses, staff access requests, VPN access requests, testing documents and sign-off for software upgrades, troubleshooting documents e.g. error logs, text image capture.

Personal Information Bank:

ID Card and Key Access Records

Location: Help Desk Offices

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

Information Maintained: Name, email address, photo

Uses: Administer and maintain access control

Users: Plant Operations

Individuals in Bank: Hospital staff, volunteers and professional staff

Retention and Disposal: Ten (10) year past termination of employment/
relationship

Material Management

Records required for negotiating contracts, to fulfill requests for proposals and information, and final contract agreements. These records include but are not limited to asset allocation numbers, contracts, product evaluation minutes, receiving and packing slips, requisitions and purchase orders, RFP's, RFI's, evaluation results, SPD logs, inventory reports.

Medical Affairs

These records include but are not limited to credentials, professional staff files, professional staff committee and departmental minutes.

Personal Information Banks:

Medical Staff Applications and Queries

Location: Medical Staff Office

Legal Authority: Public Hospitals Act

Information Maintained: Professional staff name, address, telephone number, resumes, application documentation, correspondence

Uses: Administer Professional Staff Appointments

Users: Medical Staff Office, Credentials Committee, Medical Advisory Committee, Board of Directors

Individuals in Bank: Professional staff who have applied to the hospital for privileges

Retention and Disposal: Appointed Professional Staff –Permanent;
Abandoned or Rejected Professional Staff Applications- Fifteen (15) years

Professional Staff Personnel File

Location: Medical Staff Office

Legal Authority: Public Hospitals Act

Information Maintained: Professional Staff name, address, telephone number, email address, application, medical practice protection coverage, copy of Regulatory College certificate, resume, reference Letters

Uses: Administer Professional Staff Appointments

Users: Medical Staff Office, Credentials Committee, Medical Advisory Committee, Board of Directors

Individuals in Bank: Professional Staff who have been granted privileges

Retention and Disposal: Permanent

Quality and Risk

Records required to administer patient, staff or visitor incidents, complaints/compliments as well as Infection Control maintenance of records, databases and follow-up

Personal Information Banks:

Incident and Patient Relations Records

Location: Quality and Risk Office, RL Solutions database

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

Information Maintained: Patient, Staff, Visitor Information regarding incidents, complaints and compliments related to Cornwall Community Hospital

Uses: Responding to incidents, complaints and compliments, administration purposes, maintain files

Users: Circle of Care, Directors/Managers, Committees, Quality and risk

Individuals in Bank: Patients, staff, students, volunteers, professional staff, visitors

Retention and Disposal: 20 years

Infection Prevention and Control

Location: Infection Prevention and Control Office, CKM Software

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

Information Maintained: Patient demographic information, medical information including lab results

Uses: Reporting, diagnosis, treatment, isolation status, follow up and referral for each patient

Users: Circle of Care, Infection Prevention and Control Staff

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

Retention and Disposal: Undetermined

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