

## PATIENT INFORMATION SHEET: HOW TO ACCESS THE PRIVACY PROCESS IN OUR OFFICE

Privacy of your personal information is an important part of our office providing you with quality dental care. We understand the importance of protecting your personal information. We are committed to collecting, using and disclosing your personal information responsibly. We also try to be as open and transparent as possible about the way we handle your personal information. It is important to us to provide this service to our patients.

Our Privacy Information Officer is Dr. \_\_\_\_\_ [insert name] \_\_\_\_\_ and can be reached at:

\_\_\_\_\_  
(mailing address)

\_\_\_\_\_  
(phone number)

\_\_\_\_\_  
(fax number)

\_\_\_\_\_  
(e-mail address)

Dr. \_\_\_\_\_ [insert name] \_\_\_\_\_ will attempt to answer any questions or concerns that you might have.

If you do have a concern and/or wish to make a complaint to us about our privacy practices, including asking questions about the contents of your charts or records, you must make your request in writing. Please send it to our office's Privacy Information Officer by surface mail, fax or e-mail.

Our Privacy Information Officer will promptly acknowledge receipt of your complaint in writing, and will ensure that it is investigated thoroughly. You will be provided with a formal decision in writing, and the reason for the decision.

If you are dissatisfied with the decision, you may seek further information from the Privacy Commissioner of Canada. We have included all the necessary contact information listed below.

**Postal Address:**

Privacy Commissioner of Canada  
112 Kent Street  
Ottawa, ON K1A 1H3

**General Inquiries:**

phone: 613-995-8210  
toll free: 1-800-282-1376  
fax: 613-947-6850

Our privacy policies and procedures comply with federal legislation called the *Personal Information Protection and Electronic Documents Act* (PIPEDA). This very complex law does provide for some exceptions to the privacy principles that are too detailed to outline here.

Our Privacy Code sets out this dental office's commitment to protecting your private health and personal information. It is available on request by asking any of our office staff.

Please be assured that every staff person in our office is committed to ensuring that you receive the best quality dental care.