

# DIRECTORY OF RECORDS INDEX OF PERSONAL INFORMATION BANKS

## Table of Contents

<b>ADMINISTRATION AND GOVERNANCE</b>	<b>3</b>
Board Membership	3
<b>BUSINESS OFFICE</b>	<b>4</b>
Patient Ledger Card	4
Customer and Billing Invoices	4
Parking	4
<b>CORPORATE COMMUNICATION</b>	<b>5</b>
Images	5
<b>GENERAL ADMINISTRATION</b>	<b>6</b>
Departmental Contact Lists and Scheduling	6
<b>HEALTH RECORDS</b>	<b>7</b>
Records under the Personal Health Information Protection Act	7
Request for Personal Health Information (PHI) Files	7
Master Patient Index	7
Patient Chart – Health Record	8
Patient Diagnostic Images (excluding Mammograms)	8
Patient Diagnostic Images (Mammograms)	9
Patient Registration	9
<b>HUMAN RESOURCES</b>	<b>10</b>
Personnel Records	10
Employee Competition & Recruitment	10
Grievances and Arbitrations	10
Human Rights Complaints and Investigations	11
Learning Plans	11
Leave Management	12
Police Reference Check Program	12
Investigation and Complaint Record	12
Record of Training	13
Workplace Compensation and Disability Management	13
<b>INFORMATION TECHNOLOGY</b>	<b>14</b>
Systems and Accounts Administration Records	14
<b>OCCUPATIONAL HEALTH AND SAFETY AND INFECTION CONTROL</b>	<b>15</b>
Occupational Health and Safety Records	15
Infection Control Records	15

<b>PATIENT RELATIONS</b>	<b>16</b>
Patient Relations Files	16
<b>PAYROLL</b>	<b>17</b>
Employee Payroll Files	17
Benefits Records	17
Pension Records	17
Payroll Register/Pay Period Processing	18
Pay Deductions Authorizations	18
T4/T4A Reports & Canada Pension Plan Contributions	19
<b>PHARMACY</b>	<b>20</b>
Pharmacy: Inpatient and Outpatient Prescriptions	20
<b>PROTECTION SERVICES</b>	<b>21</b>
Security Reports	21
Video Surveillance Records	21
I.D. Card and Key Access Records	21
<b>RESEARCH</b>	<b>22</b>
Human Research Ethics Clearance	22
<b>ORGANIZATIONAL LEARNING</b>	<b>23</b>
Equipment Loans Records	23
Learning Program Attendance Records	23
<b>QUALITY AND RISK</b>	<b>24</b>
Freedom of Information Requests	24
Incident Reports	24
<b>VOLUNTEER SERVICES</b>	<b>25</b>
Volunteers	25
Volunteer Applications	25

## Administration and Governance

Name	Board Membership
Location:	Executive Office
Legal Authority:	Corporations Act (Ontario), s.300
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, email, assistant's name, assistant's telephone, assistant's email, home address, home address, home telephone
Uses:	To document the membership of the hospital's governing bodies and to produce mailing labels
Users:	Corporate Assistants
Individual's in Bank:	Directors comprised of staff and the public
Retention and Disposal:	Varied, see MAHC record retention index

## Business Office

Name	Patient Ledger Card
Location:	Electronic Record , Manager Business Office
Legal Authority:	Income Tax Act s. 230 (1)
Information Maintained:	<u>Direct Personal Information</u> 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
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see MAHC record retention index

Name	Customer and Billing Invoices
Location:	Electronic Record, Manager Business Office
Legal Authority:	Income Tax Act s. 230 (1)
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, record of payment (may include debit, bank, credit card, cheque or other payment type information), services received, vehicle information, related correspondence
Uses:	To administer monies receivable or received by the hospital from individuals
Users:	Business office staff
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see MAHC record retention index

Name	Parking
Location:	Business Office
Legal Authority:	Muskoka Algonquin Healthcare
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number, vehicle information
Uses:	Information is used to administer parking services
Users:	Business Office staff
Individual's in Bank:	Current and former students, staff, midwives, physicians, volunteers
Retention and Disposal:	Varied, see MAHC record retention index

# Corporate Communication

Name	Images
Location:	Corporate Communications
Legal Authority:	Public 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
Individual's in Bank:	Staff, volunteers, students, midwives, physicians and members of the public who attend MAHC events
Retention and Disposal:	Varied, see MAHC record retention index

## General Administration

Name	Departmental Contact Lists and Scheduling
Location:	List available in most departments
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, home contact information, employee number
Uses:	To administer employment relationship
Users:	Managers
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see MAHC record retention index

## Health Records

Name	Records under the Personal Health Information Protection Act
Location:	Health Records Office
Legal Authority:	Personal Health Information Protection Act
Information Maintained:	<p><u>Direct Personal Information</u>            Some of all of name, address, telephone number, email address, date of birth, gender</p> <p><u>Direct Personal Health Information</u>            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 diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual</p>
Uses:	Information is used to maintain records of patients treated at the hospital
Users:	Health records department
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see MAHC record retention index

Name	Request for Personal Health Information (PHI) Files
Location:	Health Records Office
Legal Authority:	Personal Health Information Protection Act
Information Maintained:	<p><u>Direct Personal Information</u>            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 diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual</p>
Uses:	To process requests for personal health information
Users:	Health records department
Individual's in Bank:	Patients, midwives, physicians, lawyers and others authorized to request personal health information of another individual
Retention and Disposal:	Varied, see MAHC record retention index

Name	Master Patient Index
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Location:	Health Records, Electronic Database
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information Maintained:	<u>Personal Health Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	Information is used to facilitate health care, maintain patient records, and for contact/reporting purposes
Users:	Authorized individuals
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see MAHC record retention index

Name	Patient Chart – Health Record
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Location:	Health Records, Electronic Database
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information Maintained:	<u>Direct Personal Information</u> Name, address, telephone number, physician personal information <u>Personal Health Information</u>
Uses:	For administration purposes; Maintain files
Users:	Staff, midwives, physicians
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see MAHC record retention index

Name	Patient Diagnostic Images/Records
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Location:	Diagnostic Imaging Department
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information Maintained:	<u>Personal Health Information</u> Some or all of names, images in a variety of formats
Uses:	Information is used to make medical recommendations regarding medical care
Users:	Authorized Diagnostic Imaging staff and physicians
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see MAHC record retention index



Name	Patient Diagnostic Images/Records
Location:	PACS/FILMS
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information Maintained:	<u>Personal Health Information</u> Some or all of names, mammogram images
Uses:	Information is used to make medical recommendations regarding medical care
Users:	Authorized Diagnostic Imaging staff and physicians
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see MAHC record retention index

Name	Patient Registration
Location:	Emergency, In Patient, Operating Room, Out Patient
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information Maintained:	<u>Personal Health Information</u> Some or all of name, date of birth, gender, marital/family status, address, telephone number, OHIP number, medical information
Uses:	Information is used administration purposes; Maintain files
Users:	Authorized staff
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see MAHC record retention index

# Human Resources

Name	Personnel Records
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> 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, SIN, employee/student number, education information, research information, 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 is 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
Individual's in Bank:	Employees, emergency contacts
Retention and Disposal:	Varied, see MAHC record retention index

Name	Employee Competition & Recruitment
Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> 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 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:	Authorized Human Resources staff
Individual's in Bank:	Prospective employees, employees
Retention and Disposal:	Varied, see MAHC record retention index

Name	Grievances and Arbitrations
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Location:	Human Resources
Legal Authority:	Labour Relations Act, 1995, c. 1, s. 48.
Information Maintained:	<u>Direct Personal Information</u> 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
Individual's in Bank:	Employees with grievances
Retention and Disposal:	Varied, see MAHC record retention index

### **Name      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:	<u>Direct Personal Information</u> 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 of employment, designated group status, contract status, union affiliation, student evaluation results, reference letters, comments and opinions
Uses:	Information is used to investigate and resolve complaints
Users:	Human Resources and Labour Relations staff
Individual's in Bank:	Employees 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:	Varied, see MAHC record retention index

### **Name      Learning Plans**

Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, educational history, employment history
Uses:	For administration purposes; Maintain files
Users:	Human Resources
Individual's in Bank:	Employees
Retention and Disposal:	Varied, see MAHC record retention index

Name	Leave Management
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Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, educational history, employment history
Uses:	For administration purposes; Maintain files
Users:	Human Resources
Individual's in Bank:	Employees
Retention and Disposal:	Varied, see MAHC record retention index

Name	Police Reference Check Program
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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:	<u>Direct Personal Information</u> Some or all of name, date of birth, gender, address, telephone number, email address.
Uses:	Information
Users:	Human Resources
Individual's in Bank:	Employees, Students, Volunteers
Retention and Disposal:	Varied, see MAHC record retention index

Name	Investigation and Complaint Record
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Location:	Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, gender, employee/student number, employment information, financial information, details of issue and related documents
Uses:	Information is used to investigate and resolve employee complaints, employee misconduct, manage labour relations, and administer the grievance and arbitration process
Users:	Human Resources and Labour Relations
Individual's in Bank:	Employees, students, external individuals involved in investigations/complaints
Retention and Disposal:	Varied, see MAHC record retention index

Name	Record of Training
Location:	Human Resources
Legal Authority:	Occupational Health and Safety Act, R.S.O. 1990, c. O.1, s 25.
Information Maintained:	<u>Direct Personal Information</u> 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
Individual's in Bank:	Employees, students, volunteers
Retention and Disposal:	Varied, see MAHC record retention index

Name	Workplace Compensation and Disability Management
Location:	Occupational Health & Safety Department/Human Resources
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Labour Relations Act, 1995
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, date of birth, home contact information, marital/family status and information, SIN, employee number, employment 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 for return to work planning
Users:	Human Resources and other authorized individuals
Individual's in Bank:	Employees, dependents and beneficiaries
Retention and Disposal:	Varied, see MAHC record retention index

## Information Technology

Name	Systems and Accounts Administration Records
Location:	Information Technology
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> 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:	IT Staff
Individual's in Bank:	Current and former students, volunteers, staff, midwives, physicians
Retention and Disposal:	Varied, see MAHC record retention index

## Occupational Health and Safety and Infection Control

Name	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:	<u>Direct Personal Information</u> Some or all of name, date of birth, home contact information, marital/family status and information, employee number, employment information, medical information
	<u>Other</u> 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
Individual's in Bank:	Staff, students, volunteers, midwives, physicians
Retention and Disposal:	Varied, see MAHC record retention index

Name	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:	<u>Personal Health Information</u> 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
Individual's in Bank:	Individuals who have a positive lab result for microorganisms
Retention and Disposal:	Varied, see MAHC record retention index

## Patient Relations

Name	Patient Relations Files
Location:	Administration
Legal Authority:	Public Hospitals Act, R.S.O., 1990; Excellent Care for All Act (Bill 128)
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, opinions
	<u>Other</u> Correspondence and other supporting documentation
Uses:	Information is used to investigate and resolve complaints
Users:	CEO, Senior Directors, Directors or Managers involved in the investigation
Individual's in Bank:	Patients or other complainant, staff, students, volunteers, midwives, physicians
Retention and Disposal:	Varied, see MAHC record retention index



# Payroll

Employee Payroll Files	
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.
Information Maintained:	<p>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</p> <p><u>Direct Personal Information</u></p> <p>Some or all of name, address, gender, social insurance number, date of birth, telephone number, email address, employee number, employment history, tax exemptions, bank account number, medical history</p> <p><u>Other</u></p> <p>Correspondence</p>
Uses:	Information is used for administration purposes; calculate and administer payroll.
Users:	Payroll staff
Individual's in Bank:	Staff, students
Retention and Disposal:	Varied, see MAHC record retention index

Benefits 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.
Information Maintained:	<p><u>Direct Personal Information</u></p> <p>Name, address, telephone number, email address, employee number, employment history, medical history</p> <p><u>Other</u></p> <p>Correspondence, contract, record of payment</p>
Uses:	Information is used for administration purposes; Maintain files
Users:	Payroll Office, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see MAHC record retention index

Pension Records	
Location:	Payroll Office
Legal Authority:	Employment Insurance Act, 1996

Information Maintained:	<u>Direct Personal Information</u> 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
Uses:	Information is used for administration purposes; Maintain files
Users:	Payroll Office, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see MAHC record retention index

Name	Payroll Register/Pay Period Processing
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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, s. 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. <u>Direct Personal Information</u> 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 exemptions, 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 Office, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see MAHC record retention index

Name	Pay Deductions Authorizations
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Location:	Hard Copy, Manager, Payroll
Legal Authority:	Corporations Act (Ontario), s.300; Employment Standards Act, 2000
Information Maintained:	<u>Direct Personal Information</u> Name, address, telephone number, email address, employee number, financial history, employment history
Uses:	Information is used for administration purposes; Maintain files
Users:	Payroll Office, Human Resources
Individual's in Bank:	Staff
Retention and Disposal:	Seven (7) years

Name	T4/T4A Reports & Canada Pension Plan Contributions
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Location:	Hard copy, Manager, Payroll
Legal Authority:	Income Tax Act s. 230 (1), Income Tax Act Regulations s. 5800
Information	<u>Direct Personal Information</u>
Maintained:	Name, address, telephone number, email address, employee number, financial history, employment history
Uses:	Information is used for administration purposes; Maintain files
Users:	Payroll Office
Individual's in Bank:	Staff
Retention and Disposal:	Varied, see MAHC record retention index

# Pharmacy

Name	Pharmacy: Inpatient and Outpatient Prescriptions
Location:	Pharmacy Department
Legal Authority:	Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information Maintained:	<u>Direct Personal Information</u>
	Some of all of name, address, telephone number, email address, date of birth, gender <u>Direct Personal Health Information</u> 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 diagnoses, immunization records, treatment history, correspondence related to the individual, evaluations or opinions about the individual
Uses:	Information is used for administration purposes; Maintain files
Users:	Staff, students, midwives, physicians
Individual's in Bank:	Patients
Retention and Disposal:	Varied, see MAHC record retention index

## Protection Services

Name		Security Reports
Location:		Maintenance/Security Department
Legal Authority:		Public Hospitals Act, R.S.O. 1990, Personal Health Information Protection Act, S.O. 2004
Information Maintained:		<u>Direct Personal Information</u> Some of all of name, address, telephone number, date of birth, gender, employee number, known aliases, driver's license 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, Maintenance Security Manager and Senior Director, Risk Manager
Individual's in Bank:		Public, patients, staff, volunteers, students, midwives, physician
Retention and Disposal:		Varied, see MAHC record retention index

Name		Video Surveillance Records (in future)
Location:		Protection Services Office
Legal Authority:		Public Hospitals Act, R.S.O. 1990
Information Maintained:		<u>Direct Personal Information</u> Video images of people entering or using hospital facilities
Uses:		Information is used to investigate incidents relating to safety or security
Users:		Protection service, authorized individuals involved in investigations
Individual's in Bank:		Public, patients, staff, volunteers, students, midwives, physician
Retention and Disposal:		Varied, see MAHC record retention index

Name		I.D. Card and Key Access Records
Location:		Security/Human Resources
Legal Authority:		Public Hospitals Act, R.S.O. 1990
Information Maintained:		<u>Direct Personal Information</u> Some of all of name, home contact information, employee number and photographs.
Uses:		Information is used to administer and maintain access control.
Users:		Protection service staff
Individual's in Bank:		Staff, volunteers, students, midwives, physicians
Retention and Disposal:		Varied, see MAHC record retention index

# Research

Name	Human Research Ethics Clearance
Location:	Office of Medical Affairs
Legal Authority:	Medical Devices Regulations (SOR/98-282), Health Canada Guidance for Records Related to Clinical Trails (Guide 0068), 2006
Information Maintained:	<u>Direct Personal Information</u> Some or all of names of researchers, contact information, third party opinions about individuals involved in project, individual's own views or opinions.
Uses:	Information is used to determine the granting of ethics clearance to research involving human participants, including clinical trials
Users:	Medical Affairs, members of relevant research ethics committee
Individual's in Bank:	Staff, students, midwives, physicians and potentially research participants
Retention and Disposal:	Varied, see MAHC record retention index

## Organizational Learning

Name	Equipment Loans Records
Location:	Multiple clinical area locations
Legal Authority:	
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, contact information, employee number and employment information.
Uses:	Information is used to administer equipment loans
Users:	Clinical Areas
Individual's in Bank:	Staff, students, volunteers, midwives, physicians
Retention and Disposal:	Varied, see MAHC record retention index

Name	Learning Program Attendance Records
Location:	Occupational Health
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, contact information, employee number, educational history and employment information.
Uses:	Information is used to manage staff learning
Users:	Human Resources, managers
Individual's in Bank:	Staff, students, volunteers, midwives, physicians
Retention and Disposal:	Varied, see MAHC record retention index

## Quality and Risk

Freedom of Information Requests	
Location:	Freedom of Information Office
Legal Authority:	Freedom of Information and Protection of Privacy Act (FIPPA)
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, record of payment, subject of request, various types of personal information depending upon records requested.
Uses:	Information is used to process access requests and corrections to personal information requests or investigate privacy complaints under FIPPA
Users:	Information and Privacy Officer, Freedom of Information Coordinator
Individual's in Bank:	Individuals making requests
Retention and Disposal:	Varied, see MAHC record retention index

Incident Reports	
Location:	Risk management/ Chief Nursing Officer/ Quality Council
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> Some or all of name, address, telephone number, email address, employee number, nature of conflict, witness statements,, interview notes, meeting notes, supporting documents, opinions <u>Other</u> Correspondence
Uses:	Information is used to respond to incidents; For administration purposes; Maintain files
Users:	Senior Director, Quality and Risk; Manager, Occupational Health
Individual's in Bank:	Staff, students, volunteers, midwives, physicians and the public
Retention and Disposal:	Varied, see MAHC record retention index



## Volunteer Services

Name	Volunteers
Location:	Volunteer Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> 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 for administration purposes; Maintain files
Users:	Director, Volunteer Services Coordinators, Human Resources
Individual's in Bank:	Volunteers
Retention and Disposal:	Varied, see MAHC record retention index

Name	Volunteer Applications
Location:	Volunteer Services
Legal Authority:	Public Hospitals Act, R.S.O., 1990
Information Maintained:	<u>Direct Personal Information</u> 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 for administration purposes; Maintain files
Users:	Director, Volunteer Services, Human Resources
Individual's in Bank:	Volunteers
Retention and Disposal:	Varied, see MAHC record retention index