

# Personal Information Banks

## Corporate & Diagnostic Services

Regional Supply Chain, Capital & Support Services, Diagnostic Services, Pharmacy Services, Financial Services, Nutrition & Food Services

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Committee memberships lists	Personal information identifying contact information	Electronic & hard copy	1 year	Communication with committee members	Name of individual, address, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number

## Financial Services

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Accounts payable reports	Records relating to processing payments made by the Hospital to suppliers of goods and services. May identify cheque number, system date, vendor name and amount paid to the vendor according to the period selected.	Electronic & hard copy	7 years	The information is used to reconcile account payments and charges	Name of individual, address, telephone number, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Cash Receipts Register	Records relating to payments for Hospital services that are made in cash.	Electronic & hard copy	7 years	Process payments	Name of individual, address, telephone number, marital or family status, an identifying number or symbol of the individual
Accounts Receivable	Records relating to payments received related to chargeable services.	Electronic & hard copy	7 years	The information is used to monitor balances owing	Name of individual, address, telephone number, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
HOOPP: Employee Deductions	Records relating to deductions for HOOPP pension plan.	Electronic & hard copy	7 years	Information is used to pay remittance	Name of individual, address, an identifying number or symbol of the individual
OHIP Billing Information	Records relating to claims in respect of treatment and services provided to patients under the Ontario Health Insurance Plan	Electronic & hard copy	7 years	Claims submitted to the Ministry of Health & Long Term Care	Name of individual, an identifying number or symbol of the individual
Pay Period Processing	Records relating to the administration and processing of employee salary and expense payments during regularly-scheduled pay periods.	Electronic & hard copy	7 years	Control payments to employees	Name of individual, address, telephone number, marital or family status, age, sex, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual

## Financial Services (Cont.)

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Payroll Deduction Authorizations	Authorizations to make deductions to salary.	Electronic & hard copy	7 years	Control payments to employees	Name of individual, address, telephone number, age, sex, marital or family status, financial history, an identifying number or symbol of the individual
Patient Accounts	Records relating to charges for services not covered under the Ontario Health Insurance Plan (OHIP). Include contact information such as name and address.	Electronic & hard copy	7 years	Patient billing	Name of individual, address, telephone number, age, sex, marital or family status, financial history, an identifying number or symbol of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	7 years	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	7 years	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, telephone number, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual

## Security Services

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Staff parking forms	Application and cancellation forms for staff parking access.	Hard copy		To ensure staff who pay for their parking have access to a designated parking lot.	Name of individual, address, telephone number, department position, vehicle license plate numbers, parking access level
Parking records	Parking access records including date, time, pass numbers (visitors), name, department and identification card number (staff & physicians).	Electronic		To ensure staff who pay for their parking have access to a designated parking lot.	Name of individual, address, parking activity department, identification card number, vehicle license plate numbers, parking access level
Visitor parking	Records of visitor names and receipt numbers who purchase weekly and monthly parking passes	Hard copy		Finance is the main custodian. Information is recorded to verify the purchase and record the appropriate parking pass number in the event the pass is lost.	Name of individual, parking receipt number
Digital video recordings	Recording of all cameras located in various locations within the hospital and parking lots.	Electronic		To protect public safety, detect and deter or assist in the investigation of criminal activity.	Race or ethnic origin, sex , physical descriptors
Access control record	Identification and card access activity. Biographic details of all staff and physicians including photo, name, title and department.	Electronic		Used to identify staff and ensure they have the appropriate authority levels in order to access their respective work areas.	Name of individual, department, photo, title, identification card number, card access activity
Security reports	Daily synopsis reports which may contain names of complainants, staff or individuals involved in reported incidents. Investigation reports which may identify the names of staff, victims, suspects, witnesses and police officers involved.	Electronic		To collect statistical data and record routine guard duties	Names of individuals, addresses, departments, telephone numbers, age, sex , views or opinions of the individual
Trespass to property notices	Information of an individual who has trespassed as well as the date and name of security guard issuing the trespass notice.	Hard copy		Copy retained for future reference.	Name of individual, address

## Nutrition & Food Services

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Menu system	Information from Meditech that includes patient names and dietary requirements.	Electronic & hard copy		Create menus for patients	Name, date of birth, age, sex, diet order
Patient information	Includes patient names, personal health information (PHI) calculations based on PHI	Electronic & hard copy		Assess and treat patients	Name, date of birth, age, sex, diet order, assessment and recommendations, follow up from the dietitian
Professional information	College certifications of Dietitians	Hard copy		Required to prove current certification	Name, address, phone number, college registration number

## Human Resources & Organizational Development

Human Resources and Organizational Development, Library Services, Labour Relations, Occupational Health & Safety, Volunteer Services

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Committee memberships lists	Personal information identifying contact information	Electronic & hard copy	1 year	Communication with committee members	Name of individual, address, telephone number, views or opinions about the individual
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, address, telephone number, education history, an identifying symbol or number, views or opinions of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number, views or opinions about the individual

## Human Resources

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Employee Personnel Files	Records of employment history including application, employment letters, benefits enrolment, performance appraisals, etc.	Hard copy	Duration of employment plus 5 years. Files for terminated employees are retained for 5 years from termination and a reduced file until employee death.	Information is stored securely and referred to when needed.	Name of individual, social insurance number, address, telephone number, age, sex, date of birth, next of kin contact information, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Files	Applicant lists, job competition files	Electronic & hard copy	1 year post recruitment process	Information is collected, processed and distributed to hiring Manager, then stored securely and referred to as needed.	Name of individual, address, telephone number, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Human Rights complaints and investigation files	Written complaints, investigation notes, final reports.	Hard copy	Duration of employment plus 5 years	Information is stored securely.	Name of individual, address, telephone number, race or ethnic origin, religion, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Attendance records	Record and analysis of individual employee attendance records and related correspondence for the purpose of Attendance Awareness and Recognition Programs.	Electronic & hard copy	Hard copy	Information is analysed, recorded and distributed to Manager, then stored securely and referred to as needed.	Name of individual, age, sex, employment history, personal health information, an identifying number or symbol of the individual, views or opinions of the individual

## Human Resources (Cont.)

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Accommodation files	Records of request for accommodation, meeting notes and related correspondence	Hard copy	40 years	Information is stored securely.	Name of individual, address, telephone number, personal health information, age, sex, marital or family status, education history, financial history, an identifying number or symbol of the individual, views or opinions of the individual
Benefit records	Includes personal information	Electronic & hard copy	7 years	Information used to administer benefits.	Name of individual, address, telephone number, age, sex, marital or family status, education history, financial history, employment history, personal health information, an identifying number or symbol of the individual, views or opinions of the individual
Training records	Records of orientation, learning and education	Electronic copy	7 years	Maintain records of employee training history	Name of individual, address, telephone number, education history, financial history, employment history, an identifying number or symbol of the individual, views or opinions of the individual

## Occupational Health & Safety

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Incident records	Details non-employee and employee incidents	Hard copy	10 years	Maintain record of incidents	Name of individual, address, telephone number, an identifying number or symbol of the individual, views or opinions of the individual
Student records	Includes signed Workplace Safety Insurance Board forms and student incident reports	Hard copy	40 years	Maintain record of incidents	Name of individual, address, telephone number, education history, an identifying number or symbol of the individual, views or opinions of the individual
Exposure files	List of individuals exposed, supporting documentation	Hard copy	40 years	Follow up on exposure	Name of individual, address, telephone number, an identifying number or symbol of the individual, views or opinions of the individual
Workplace injury reporting system	Staff names, addresses, incidents, forms, immunization, fit testing, audiology, accommodations	Electronic copy	40 years	Incident management	Name of individual, address, telephone number, sex, personal health information, education history, financial history, employment history, an identifying number or symbol of the individual, views or opinions of the individual

## Volunteer Services

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Volunteer data base	Information about individuals who have given consent to participate in volunteer activities	Electronic & hard copy	7 years	Program planning and development	Name, address, phone number for potential, current and past volunteers, schedules, training and orientation records
Volunteer personnel file	Collection of forms including application form, interview records, references, training and evaluation forms	Hard copy	7 years	Maintain record of volunteer service history	Name, address, home phone number, Oath of Confidentiality, service history information
Evaluations	Collection of program survey information related to the operation of Volunteer Services program. May include surveys, opinion polls and questionnaires on the Volunteer program. Information shared with program participants.	Hard copy	7 years	Program development	Name of volunteer, area of volunteer work, an identifying symbol or number of the individual
Volunteer Parking Passes	Form indicating date/time volunteer pick up for parking pass.	Hard copy	1 year	Documents free parking pass distribution	Name of volunteer, area of volunteer work, an identifying symbol or number of the individual

## Medical & Academic Affairs

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Committee memberships lists	Personal information identifying contact information	Electronic & hard copy	1 year	Communication with committee members	Name of individual, address, telephone number
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number
Credentialing Files - Professional Staff Learners	Letter of Goodstanding, Liability insurance, photos	Hard copy	End of appointment plus 5 years	Maintain current credentialing files	Name of individual, address, telephone number, education history, an identifying number or symbol of the individual
Professional Staff Learners	Personal contact information, students' numbers, evaluations, photographs	Hard copy	End of appointment plus 5 years	Maintain current information about Professional Staff Learners	Name of individual, address, telephone number, education history, an identifying number or symbol of the individual

## Strategy, Performance & Aboriginal Health

Informatics, Communications & Engagement, Quality & Risk Management, Strategy & Performance Management, Patient & Family Centred Care & Patient Advocate, research Ethics

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Wait time data	Data files, analysis and reports related to surgical and diagnostic wait times containing patient information (i.e. age, sex, priority, intent, etc).	Electronic copy	7 years	Surgeon office generate and maintain data and works with Decision Support to ensure information is accurate and up-to-date, and reports on results.	Health card number, version code, authority Issuing, name, sex, date of birth, address, phone number, medical record number

## Information Technology

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
GroupWise Email System	Used by all officials of the hospital	Electronic copy	Permanent	To correspond through email, maintain a calendar and store information of contacts	Includes a variety of information including: name, address, telephone number, race or ethnic origin, age, sex, marital or family status, education history, financial history, an identifying number or symbol of an individual, views or opinions of or about an individual
All User Generated Electronic Documents	Miscrosoft Programs including Word, Excel, Power Point, etc.	Electronic copy	Permanent	Programs are used in achieving the Strategic Plan	Includes a variety of information including: name, address, telephone number, race or ethnic origin, age, sex, marital or family status, education history, financial history, an identifying number or symbol of an individual, views or opinions of or about an individual

## Research Ethics

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Research Ethics Board (REB) Applications	Includes name, professional address, phone number, email address	Electronic & hard copy	25 years	Information is stored securely and referred to when needed.	Name of individual
Research Ethics Board (REB) decision letters	Includes name, professional address, phone number, email address	Electronic & hard copy	10 years	Information is stored securely and referred to when needed.	Name of individual

## Quality & Risk Management

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Comment Files	Comments given by patients / families	Hard copy	Policy ADMIN-04	Maintain records of comment and process follow-up plans	Name of individual, address, telephone number, age, sex, views or opinions of or about the individual
Concern Files	Concerns given by patients / families	Electronic & hard copy	Policy ADMIN-04	Maintain records of concern and process follow-up plans	Name of individual, address, sex, telephone number, views or opinions of or about the individual
Compliment Files	Compliments given by patients / families	Electronic & hard copy	1 year	Maintain records of compliment	Name of individual, address, telephone number, views or opinions of the individual
Litigation Files	Legal files relating to hospital matters	Electronic & hard copy	18 Years	Maintain records to support decision making	Name of individual, address, telephone number, age, sex, an identifying number or symbol of the individual, views or opinions of the individual, personal health information
Quality of Care – Critical Incident Reviews	Root cause analysis of critical incidents and recommendations	Electronic & hard copy	18 Years	Maintain records of critical incidents	Name of individual, address, telephone number, age, sex, personal health information
Quality of Care – Process Reviews	Root cause analysis of process reviews and recommendations	Electronic & hard copy	18 Years	Decision making and future planning	Name of individual, address, telephone number, age, sex, personal health information
Safety Reports	Incidents and near miss reports	Electronic	Policy ADMIN-04	Maintain records of reports and track progress of investigation	Name of individual, address, telephone number, age, sex, an identifying number or symbol of the individual, personal health information

# Patient Care, Health Professional & Chief Nursing Executive

Trauma Program and Emergency and Critical Care Services Women and Children's Services, Nursing Best Practice/ Research, Trauma and Emergency Critical Care Services, Surgical and Ambulatory Services

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Committee memberships lists	Personal information identifying contact information	Electronic & hard copy	1 year	Communication with committee members	Name of individual, address, telephone number
Investigations of client feedback	Documentation supporting client complaints and compliments	Electronic & hard copy	1 year	Reference for future correspondence related to complaint matters	Name, contact information, opinions of the individual
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, telephone number
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, phone number

# Chronic Disease Prevention & Management

Regional Cancer and Diagnostic Services, Chronic Disease Prevention & Management Program and Medicine Service, Mental Health & Addictions, Regional Cancer Care, Supportive & Palliative Care

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Committee memberships lists	Personal information identifying contact information	Electronic & hard copy	1 year	Communication with committee members	Name of individual, address, telephone number
Investigations of client feedback	Documentation supporting client complaints and compliments	Electronic & hard copy	1 year	Reference for future correspondence related to complaint matters	Name of individual, address, telephone number, views or opinions of the individual, other personal information related to complaint
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number

# Research

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Committee memberships lists	Personal information identifying contact information	Electronic & hard copy	1 year	Communication with committee members	Name of individual, address
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions of the individual
Employee contact list	Staff personal phone numbers	Electronic & hard copy	1 year	Used to contact staff for scheduling purposes or during an emergency	Name of individual, telephone number

## Translational Research

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Patient Source File	All source documents required for each patient enrolled in a clinical trial	Hard copy		Data collection/submission to sponsor	Name of individual, address, telephone number, race, religion, date of birth, sex, marital or family status, education history, employment status, an identifying number or symbol, personal medical history, views or opinions of the individual, views or opinions about the individual, alternate contact's name, address and phone number
Physician Licenses	Yearly registration required from each physician that is involved in clinical trials	Electronic & hard copy		Provided to sponsors and REB's when applying to conduct a study	Name of individual, personal address and/or practice Address, telephone number, sex, education history, an identifying number or symbol, hospital privileges, specialties, registration information (current and historical)
Physician and staff curriculum vitae (CV)	Personal information related to education and employment	Electronic & hard copy		Provided to sponsors and REB's when applying to conduct a study	Name of individual, address, telephone number, age, marital and/or family status, education history, an identifying number or symbol, society memberships, committees, employment history, address and phone number, citizenship, publications
Patient consents	Signed informed consent forms that identify subjects that give permission to participate in a clinical trial	Hard copy		Stored and referred to as needed.	Name of individual, an identifying number or symbol

## General Programs & Services

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Clinical records	Documentation related to the care of clients. Includes personal health information, clinical findings and observations, visit history.	Electronic (Meditech) hard copy	Adult (18 years and older) - minimum 10 years. Children (less than 18 years) - minimum 10 years after the client's 18th birthday.	To maintain updated records of client care and progress. Used for clinical management and decision making.	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Diagnostic images	Includes personal health information, images, history of studies, reports.	Electronic & hard copy	Permanent	Data is stored securely. Clinical management and decision making	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Audit system	Includes personal health information, audit trails	Electronic & hard copy	1 year	Data stored securely. Privacy management.	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)



# General Programs & Services (Cont.)

Types of Information	Description	Format	Retention Information	How information is used	Types of personal information
Workload measurement systems	Includes personal health information, outlines care needs and related activity levels	Electronic & hard copy	Permanent	Data is stored securely. Clinical management and decision making	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Assessment systems	Includes personal health information, patient care needs	Electronic & hard copy	Permanent	Data is stored securely. Clinical management and decision making	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Departmental information systems	Includes personal health information and personal information used for departmental processes (Dietary, e-referral, etc.)	Electronic & hard copy	Permanent	Used in departmental processes and decision making.	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Pharmacy dispensing records	Records of inpatient and outpatient drug prescriptions	Electronic & hard copy	3 years	Dispensing of prescribed drugs to patient	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Committee and advisory memberships lists	Personal information identifying contact information	Electronic & hard copy	1 year	Communication with committee members	Name of individual, address, telephone number
Investigations of client feedback	Documentation supporting client complaints and compliments	Electronic & hard copy	1 year	Reference for future correspondence related to complaint matters	May contain some or all of the following: name, address, telephone number, race, age, sex, marital or family status, education history, an identifying number or symbol of the individual, views or opinions of the individual, health card number, personal health information (clinical findings and observations, visit history)
Management documentation	Information related to requests for professional development opportunities, supervisory notes about performance	Electronic & hard copy	1 year	Reference and support for decisions surrounding staff education and other opportunities	Name of individual, views or opinions of the individual
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