

**The Credit Valley Hospital and Trillium Health Centre
Directory of Records**

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| CORPORATE RECORDS |
| Administrative By-laws |
| Agreements and Contracts Records relating to agreements and contracts, such as copies of original contracts, Requests For Information (RFIs), Requests for Proposals (RFPs), and copies of selection documentation. |
| Corporate Correspondence Record generated by Hospital employee, representative or affiliate of the Hospital for the purposes of the business. Records generated for a personal purpose are not included. This includes both hard copy and email correspondence. |
| Documents of Incorporation |
| Hospital Annual Report Final copy of the Hospital's Annual Report. |
| Insurance Policies Claims-made policies, Claims-incurred policies, Fire insurance |
| Leases and Deeds Records relating to individual acquisitions of buildings and/or land through transfer or lease, purchase or donation. Records include plans, drawings, specifications, and reports. Also may contain copies of original legal documents. Also included are Records pertaining to rights of way, easements and licences. |
| Professional Staff By-laws |
| Notices Under the <i>Corporations Information Act</i> |
| Policies and Procedures Records documenting the Hospital's official policies and procedures. |
| Register of Directors |
| Register of Members |
| MINUTES |
| Board of Directors |
| Committees of the Board Includes the Medical Advisory Committee and its sub-committees, such as the Medical Quality of Care Committee (held in accordance with the <i>Quality Care Information Protection Act</i>). |
| Meetings for Senior Management |
| Members' Meetings |
| Staff Meetings |
| Standing Board Committees |
| FINANCIAL RECORDS |
| Accounts Receivable Revenue Reports and Worksheets |
| Aging Analysis |
| Annual Financial Statements |
| Bank Deposit Slips/Books Deposit slips and daily deposit Records. |

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| Bank Reconciliation Statements Records relating to financial control through bank reconciliations. |
| Books of Account and Accounting Records Records relating to all financial and other transactions. |
| Cash Receipts Includes written receipts and cash register tapes. |
| Customer and Billing Invoices Payables: Records relating to accounts the Hospital owes for goods or services received, including original invoices, correspondence, billings, packing slips, copies of financial transactions and other supporting documentation. Receivable: Records relating to internal or external invoices provided for services rendered by the Hospital for sale of goods. |
| Expense Records and Claims Records relating to expenses, allowances, and approvals for travel, cars and credit cards. Records include credit card statements, gas and taxi chits, and expense claim forms along with relevant receipts. |
| General Journal |
| General Ledger |
| GST Rebate or Refund Records which relate to and support the GST rebate or refund. |
| Profit and Loss Reports |
| Retail Sales Tax Records |
| Source Documents Records integral to the creation of financial statements and tax returns, such as receipts, invoices, vouchers, cheques, banking information, correspondence, tax slips, tax returns and tax worksheets). |
| QUALITY RECORDS |
| Accreditation Survey Recommendations |
| NCR Picker Patient Satisfaction Survey Results |
| Disaster Plans |
| Patient/Visitor Incident Report Records relating to critical incidents. |
| SECURITY RECORDS |
| Security Records Camera footage relating to the recording of the Hospital's premises. Incident Reports and note books completed by security staff, including security officers, over the course of their work. |
| COMMUNICATIONS |
| Paging Records relating to physician paging, including log books. |

| Name of Record | Location | Legal Authority to Collect | Information Maintained | Uses | Users | Individuals in Bank |
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| Corporate Personal Information Banks | | | | | | |
| Disaster and Emergency Fan-Out List | All Departments | <i>Public Hospitals Act, R.S.O. 1990</i> | Name, Address, Phone Number | Information is used for emergency responses where QPRM staff need to be contacted | Department Users, Hospital in the event of an emergency | Department members |
| Quality and Risk Management, Patient Relations Personal Information Banks | | | | | | |
| Incident Reports | Quality and Patient Safety and Risk Management, Enterprise Risk Management | <i>Public Hospitals Act, R.S.O. 1990</i> | <p>For an employee/affiliate event, potentially includes any or all of: Names, Gender, DOB, Age, Address, Phone Number, SIN, Date of Hire, Number of Years in Job, Job Classification, Department, Employment Status, Manager/Supervisor Name, Safety Event Details, Follow Up and Resolution/ Outcome Information</p> <p>For a visitor event, potentially includes any or all of: Name, Gender, DOB, Address, Phone Number, Safety Event Details, Follow Up and Resolution/Outcome Information</p> <p>For a patient event, potentially includes any or all of: Name, Unit #, Gender, DOB, Age, Address, Phone Number, Admitting Diagnosis, Safety Event Details, Name of Employee that Completed the Report, Follow Up and Resolution/Outcome Information</p> | Information is used to investigate safety events, and maintain a safe environment for patients and employees | QPRM, ERM, Occupational Health & Safety, authorized individuals involved in investigation and/or resolution | Patients, visitors Physicians, volunteers, students, employees |
| Quality & Patient Safety Reviews | Records relating to the assessment and evaluation of the quality of health care provided and related programs and services. | <i>Quality of Care Information Protection Act, 2004, Public Hospitals Act, R.S.O. 1990</i> | Some or all of Name, Unit #, Gender, DOB, Age, Next of Kin, Address, Phone Number, Diagnosis, Care and treatment provided, adverse events | To evaluate care and improve the quality of care and services | QPRM, PS&Q, Patient Relations, authorized individuals involved in investigation and/or resolution | Patients, visitors Physicians, volunteers, students, employees |
| Legal Matters, and Claims, Potential and Made | Legal Services, Quality and Patient Safety and Risk Management, Enterprise Risk Management | <i>Public Hospitals Act, R.S.O. 1990</i> | Some or all of name of claimant, personal information, details of issue and related documents | Records relating to legal matters and claims, both potential and real, made against the hospital, including responses and outcomes to the claim | QPRM, Patient Relations, Legal Counsel authorized individuals involved in investigation and/or resolution | Individuals who have made a claim against the hospital |
| Patient Feedback: Complaints and Compliments | Patient Relations | <i>Public Hospitals Act, R.S.O. 1990</i> | Some or all of name, date of birth, gender, unit number, details of issue and related documents | Used to investigate and respond to concern, complaint, or compliment | Patient Relations staff and authorized individuals | Patients, complainants, staff, physicians |
| Employee, Volunteer and Physician Personal Information Banks | | | | | | |
| Credentialing Information - Factual Information regarding Type of Credentials, Length of Service, etc. | Medical Administration | Professional Staff Bylaws - November 30, 2011, <i>Public Hospitals Act, R.S.O. 1990</i> | Some or all of name, date of birth, age, home contact information, gender, marital/family status, citizenship information, degrees and certifications held, areas of expertise, employment information, photographs, CPSO CPC, banking information, background check information | Information is used for credentialing and annual reappointment | COMS; Medical Administration Staff, President & CEO, Board of Directors | All Professionals with hospital privileges |
| Credentialing Information - Information regarding code of conduct issues or clinical reviews | Medical Administration | Professional Staff Bylaws - November 30, 2011, <i>Public Hospitals Act, R.S.O. 1990</i> | Some or all of name, details/description of issue, date of issue/review, relevant patient information to case, correspondence with Physician relevant to issue/case | Information is used to support revocation or suspension of medical privileges; mid term action; disciplinary action; Progressive discipline to address behaviour. | COMS; Medical Administration Staff; President & CEO, Board of Directors | Any Physician or group of physicians involved in a code of conduct issue or clinical review |
| Employee/Volunteer Recruitment Files | Human Resources/ Volunteer Resources | <i>Public Hospitals Act, R.S.O. 1990</i> | Some of all of Applications, Resumes, Interview Notes, Name, address, telephone numbers of prospective employees, Referee Consult Information | For use in the search/selection process for positions within the hospital | HR, Volunteer Resources and Authorized Interviewers | Employee and Volunteer Applicants |
| Employee/Volunteer Personnel Files | Human Resources/Volunteer Resources | <i>Public Hospitals Act, R.S.O. 1990</i> | Some of all of Resume, Education Information Home Contact Information, Payroll and Compensation Information, Immunization and Medical Information, Benefits/Pension Plan information, Attendance Management and Sick/Other Leave Information, Vacation information, Performance Management | For use in the administration of employment and volunteering in the hospital | HR, Volunteer Resources | Current and Previous Employees and Volunteers |
| Grievance Files | Human Resources | <i>Public Hospitals Act, R.S.O. 1990</i> | Some or all of name, employee information, details of issue and related documents | Used to investigate and respond to concerns complaints and grievances in relation to individuals in a collective bargaining unit | HR | Current and Previous Employees and Volunteers |
| Employee/Volunteer Disciplinary Files | Human Resources/Volunteer Resources | <i>Public Hospitals Act, R.S.O. 1990</i> | Some or all of name, employee/volunteer information, details of discipline and related documents | Used to investigate and respond to disciplinary and performance management issues | HR, Volunteer Resources | Current and Previous Employees and Volunteers |

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| Employee/Volunteer Termination | Human Resources/ Volunteer Resources | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of name, employee/volunteer information, details of termination and related documents, including exit interview information | Used to document employee and volunteer termination and exit interview questions and responses | HR, Volunteer Resources | Previous Employees and Volunteers |
| Employee/Volunteer Tuition Assistance & Recognition | Human Resources/ Volunteer Resources | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of name, employee/volunteer information, educational information, supporting documents relating to educational or general recognition | Used to administer recognition and tuition assistance programs within the hospital | HR, Volunteer Resources and Authorized Staff | Current and Previous Employees and Volunteers |
| Occupational Health and Safety Files | Occupational Health and Safety | <i>Occupational Health and Safety Act</i> , R.S.O. 1990, <i>Workplace Safety and - Insurance Act</i> , 1997 | Employee names, test results, concerns about health, safety, accomodation needs | Records relating to the Hospital's Occupational Health & Safety program, including WHMIS, ergonomic and accomodation reviews and maintain compliance with regulations and statutes | Occupational Health and Safety Staff | Employees, volunteers and Physicians |
| Financial Personal Information Banks | | | | | | |
| Accounts Payable - Contracted Personnel | Finance | <i>Public Hospitals Act</i> , R.S.O. 1990 | Names and contact information of some or all contracted personnel, HST number, financial information | Information is used to document the expenditure for services rendered at CVH, and for audit purposes | Finance, Human Resources | Physicians, individuals on contract to the Hospital |
| Accounts Receivable - Patient Accounts | Finance | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of patient names and demographics, patient charge slips, in-patient financial agreements, receipts, insurance billing information, health service organizations billing information, other organization billing information, financial information | Information is used to document patient care revenues, and to generate invoices for outstanding accounts | Finance | Patients, staff, doctors |
| Employee Allowances-Expense Records | Finance | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of name, home contact information, travel allowance information, misc reimbursements, workshop/seminar/conference attendance information, tuition fees, certification membership fees | Information is used to administer and document the expenditure for allowances, travel expenses, reimbursements, and for audit purposes | Finance | Staff, doctors, other |
| Payroll Administration Records | Finance and Human Resources | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of name, contact information, date of birth, gender, next-of-kin information, SIN, employee number, benefits information including employees on LOA/maternity/WSIB, employment information, taxation information, parking deductions, donor forms/United Way, attendance, rates of pay, banking information | Information is used to administer pay and reimbursements, maintain records of statutory and other deductions, maintain records of worked hours and benefit hours, and for contact purposes | Finance/Human Resources/Foundation/United Way | Staff, doctors, next-of-kin |
| Restricted Funds Administration | Finance | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of name, contact information, details of the disbursement of such funds. | Information is used for reporting and audit purposes | Finance | Supporters, Health Services Organization, LHIN |
| Case Costing Data Base | Finance | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of patient names and demographics | Information is used for analysis and case costing | Finance, MOH and other Health Services Organization | Patients |
| Research Personal Information Banks | | | | | | |
| Research and Clinical Trials Records | Research Administration | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of application for ethical approval of studies involving human participants, complete copy of research protocol, informed consent form on CVH letterhead, patient information material, copy of investigator's brochure, letter of scientific review, declaration of conflict of interest, programme support form, investigator's CV reflecting education, training, experience. | Information is used to administer all research and clinical trials/studies completed at CVH according to Health Canada guidelines and in accordance with relevant policies/procedures. | Assoc VP Medical Administration, Research Administration & Clinical Trials Manager, Clinical Trials Data Specialists, Clinical Trials staff | Patients enrolled in clinical trial/study; Investigator personal information |
| Information Systems Personal Information Banks | | | | | | |
| Active Directory | Information Systems | <i>Public Hospitals Act</i> , R.S.O. 1990 | Username, password | Used create an access ID for to use in hospital information systems | Information Systems | All staff |
| On Call Schedule/ Paging Logs | Information Systems | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of name, contact information, and on call period | Used to contact on call providers and maintain a log of contact | Telecommunications/Authorized Users in Hospital | On Call Providers |
| Personal Health Information Banks | | | | | | |
| Patient Chart - Health Record | Health Information Management | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of Name, Unit #, Gender, DOB, Age, Next of Kin, Address, Phone Number, Diagnosis, Reports and Consults, Discharge Information | Information related to the provision of care while in hospital, and reporting requirements to external organizations | Authorized Staff and Physicians | Patients |

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| Patient Information Stored in a database | Program Areas, Health Information Management | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of Name, Unit #, Gender, DOB, Age, Next of Kin, Address, Phone Number, Diagnosis, Reports and Consults, Discharge Information | Information stored in electronic/database form required for the provision of care | Authorized Staff and Physicians | Patients |
| Patient Information related to the Sale of Goods and Services | Program Areas and Finance | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of Name, Unit #, Gender, DOB, Age, Next of Kin, Address, Phone Number, & Invoices related to the sale of products | For use in the sale of goods and services and post sale follow up with patients/families | Authorized Staff | Patients |
| Requests under <i>Personal Health Information Protection Act</i> | Health Information Management | <i>Personal Health Information Protection Act</i> , 2004, S.O. 2004 | Some or all of Name, Unit #, Gender, DOB, Age, Address Disclosure Information and type of information requested and substitute decision maker information | To identify, locate and provide requested personal health information to patient/former patients or as directed by patient or substitute decision maker | Health Information Management Release of Information Staff | Patients, Substitute Decision Makers |
| Medical Education Personal Information Banks | | | | | | |
| Faculty Appointments | Medical Education | <i>Public Hospitals Act</i> , R.S.O. 1990 | First Name, Last Name, Specialty, Tutor, Email address, Alternative email address, Faculty Appointment, Ranks, Pt/Ft/Adjunct, Term Start Date, Term End Date, Notes, DAC Approved, Letters of Offer Sent to Drs. And Signed Letters sent to University | Records relating to physician Faculty appointment status with the University of Toronto. To ensure accurate processing of payments for physicians teaching medical learners. | <ul style="list-style-type: none"> •University of Toronto Faculty of Medicine Clinical Departments •Department of Medical Affairs | Physicians who have pursued a Faculty appointment status with the University of Toronto. |
| Learner Registrations | Medical Education | <i>Public Hospitals Act</i> , R.S.O. 1990 | Some or all of School, CPSC#, Student #, Program, Last name, First name, Category, Service, Start date, End date, Faculty Code, Faculty Name | Records relating to students and residents who have completed a learning rotation at the hospital. To ensure accurate processing of medical learners payments to the hospital. | Medical Education, Professional Practice, HR, and Authorized Staff | Students and residents who have completed a learning rotation at the hospital. |