

## 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](mailto: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**

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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**

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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 18<sup>th</sup> 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 18<sup>th</sup> 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 18<sup>th</sup> 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**

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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**

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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

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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

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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**

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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**

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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**

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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**

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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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