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

- 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

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

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 18th birthday

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**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 18th birthday

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**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 18th 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

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

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

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

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

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
Materiel Management

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

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

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