

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

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.

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
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.