

Directory of Records – January 2012

Category	Description
Academic Affairs	Records relating to students and residents participating in educational opportunities at Lakeridge Health.
Administration and Governance	Records relating to the general administration and governance of Lakeridge Health, including records of the Board of Trustees and other senior administrative groups.
Capital Planning & Development/Engineering & Infrastructure	Records relating to the planning, construction and maintenance of Lakeridge Health facilities and equipment.
Clinical Programs	Records relating to the day-to-day operation of various clinical departments/programs at Lakeridge Health. This includes inpatient and outpatient patient care units and support services such as Laboratory Services, Diagnostic Imaging and Pharmacy.
Communications	Records relating to corporate communications, media communications, community relations and event planning. Records may include documents such as employee newsletters, office templates, media kits/news releases, or images.
Finance	Records relating to financial management functions at Lakeridge Health, including accounting transactions, accounts payable, accounts receivable, reconciliations, payroll, financial reporting and policies, procedures, guidelines, and standards and accompanying documentation.
Hospitality Services	Records relating to hospitality services at Lakeridge Health including Nutrition Services, Environmental Services, Infection Control and Volunteer Resources.
Human Resources and Occupational Health	Records relating to Lakeridge Health employees, environmental safety, and security.
Information Management	Records relating to patients of Lakeridge Health, including health records, as well as data compiled for statistical purposes.
Information Technology	Records relating to the maintenance, development and management of systems and equipment that store and allow for access to information at Lakeridge Health.
Medical Staff Office	Records relating to the management, privileging and credentialing of physicians at Lakeridge Health.
Procurement	Records relating to the procurement processes at Lakeridge Health. Records may include documents relating to procurement development, vendor evaluations and contract management.
Quality, Safety and Patient Experience	Records relating to the quality and safety of services at Lakeridge Health. Records relating to patients experience.
Research	Records relating to research conducted at Lakeridge Health.
Strategy Management	Records relating to strategic planning, measuring, monitoring and evaluations at Lakeridge Health.

Personal Information Banks – January 2012

Category	Record Type	Description	Individuals in Bank	Personal Information contained in record	Uses	Users	Legal Authority
Academic Affairs	Placement/Residency Records	Records relating to Fellowship, Residency, Student Placement and Medical Trainee's. Can include: placement information, evaluative information, program information	Fellows, Residents, Observers, Placement Students	Name, contact information, evaluations, program information, completed forms.	Program planning, information regarding patients	Affiliated educational institution, program committees, departments	Limitations Act s. 4 and s. 15
Clinical Programs	Pharmacy Records	Records of inpatient and outpatient drug prescriptions, includes record of inpatient dispensing and narcotics and controlled drug records	Patients who have been prescribed medication	Patient name, drug prescribed, date of prescription, name of prescriber.	Dispensing of prescribed drugs to patients	Pharmacy staff	Controlled Drugs and Substances Act s. 63(b) Drug and Pharmacies Regulation Act s. 156(2)
Communications	Consents and Supporting Documentation	Records related to the photography or videotaping of staff, patients, visitors or the public and may include supporting documentation, simulation consents and confidentiality agreements.	individuals who agree to partake in photography or video recordings by Lakeridge Health	Name, contact information, medical history.	Creation of educational resources, media stories	Communications Staff	Public Hospitals Act, R.S.O. 1990

Finance	Payroll Records	Records relating to the administration and processing of employee salary and expense payments. May include information relating to payroll generation, overriding deductions, year-end payroll reporting, and payroll variance reporting. Documents may include payroll registers, employee expense reports, T4 statements, SIN, payroll adjustment and variance reports, and all supporting correspondence.	Employees	Employee number, name, gross pay, net pay, deductions, details of hours worked and hours paid, information relating to payroll generation, overriding deductions, year-end payroll reporting, payroll variance reporting, payroll registers, time sheets.	Provide payroll information for Canada Customs and Revenue Agency and Audit requirements.	Finance Staff, Human Resources Staff	Income Tax Act s. 230(1) Income Tax Act Regulations s. 5800
Finance	Patient Accounts	Records relating to charges for services not covered under the Ontario Health Insurance Plan (OHIP) such as preferred accommodation, ambulance co-payment and medical devices such as crutches and splints. For patients who are not eligible for OHIP coverage, records will include charges for treatment and care services.	Lakeridge Health Patients	Patient name, contact information, services provided not covered by OHIP, amount owing.	Receive payment for treatment and services provided to patients that are not covered by OHIP	Finance Staff	Income Tax Act s. 230(1) Income Tax Act Regulations s. 5800
Finance	OHIP Billing Records	Records relating to claims submitted to the Ministry of Health & Long Term Care in respect of treatment and services provided to patients under the Ontario Health Insurance Plan.	Lakeridge Health Patients	Name of patient, OHIP number, whether an ambulance service was used, date of admission & discharge, treatment and services provided including reasons.	Receive payment for insurable treatment and services provided to patients	Physicians, Finance Staff	Health Insurance Act, s. 37.1

Finance	Accounts Payable	Records relating to processing payments made by Lakeridge Health to suppliers of goods and services. Source documents initiating payments include vendor invoices, payment certificates, cheque requisitions, and miscellaneous transaction data. May also include accounts payable control reports and payment vouchers.	Employees, individuals providing goods or services to Lakeridge Health.	Supplier name, address, receipts, invoices, expense claim statements, payment certificates, financial transactions.	Maintain record of payments; report to Lakeridge Health Board on expenses paid to Council members and employees.	Accounts Payable staff of Finance and other services.	Income Tax Act s. 230(1) Income Tax Act Regulations s. 5800
Hospitality Services	Chronic Reportable Diseases	Records relating to patients diagnosed with reportable disease where Lakeridge Health is required to report the disease to Public Health. May include investigation reports, progress notes and laboratory test results	Lakeridge Health Patients	Patient name, contact information, medical condition, test results.	To report, investigate, prevent, treat or contain communicable diseases.	Infection Control Staff	Health Protection & Promotion Act
Hospitality Services	Volunteer Services	Records relating to being a volunteer at Lakeridge Health. This may include the types of work to be performed, volunteer applications, schedules of work and volunteers availability.	Individuals who volunteer at Lakeridge Health	Name and contact information of volunteers, length of service.	Used to contact Volunteers and to schedule work.	Volunteer Services	Public Hospitals Act, R.S.O. 1990
Human Resources and Occupational Health	Attendance and Scheduling	Records relating to the attendance and scheduling that document hours of work, overtime hours, shift schedules, vacation time, statutory holidays and sick leaves	Employees	Leaves of absence, hours of work, overtime, statutory holidays, and sick time taken, vacation days, attendance, shift schedules.	Document attendance, record and manage sick time	Human Resources, Managers	Employment Standards Act s. 15(5)

Human Resources and Occupational Health	Employee Benefits	Records relating to benefit plans offered to eligible staff and retirees which provide full or partial financial coverage to eligible Lakeridge Health employees, retirees and/or their families. This may include group life insurance, long and short term disability coverage, and extended health and dental benefits. May include records relating to insurance or benefits carriers' policies and directives, deducting benefits coverage from Lakeridge Health's payroll, benefits coverage notifications and supporting correspondence.	Employees	Employee ID, name, DOB, sex, marital status, telephone number, beneficiary information.	Enrolment and administration of benefit plans	Human Resources	Income Tax Act s. 230 Income Tax Act Regulations s. 5800
Human Resources and Occupational Health	Recruitment	Records relating to the recruitment of staff for permanent, part-time, and contract job postings. May include information on applicant screening and testing, conducting interviews, and acceptance and rejection of candidates. Records may include job postings, resumes and employment applications, job skills test sheets, interview questions and sheets, scoring matrices, competition lists, reference checks, and supporting correspondence.	Lakeridge Health employees and members of public applying for positions	Individuals' submitted resumes and/or job applications, containing information on employment history, education, contact information	Document competition and hiring processes	Human Resources	Public Hospitals Act, R.S.O. 1990

Human Resources and Occupational Health	Employment Records	Records relating to Lakeridge Health employees' employment. May include information related to leaves (pregnancy, parental, family), wage statements, vacation time and pay, excess hours agreements, overtime averaging agreements, hours worked, employment offer letters and contracts, performance reviews and discipline notices, information regarding raises, promotions and transfers, job descriptions, employee complaints - responses and investigation notes, previous employment reference checks, criminal record checks, photocopies of degrees and diplomas, educational transcripts, employee emergency contact information sheets, and personal contact information sheets.	Employees	Employee number and name, application form, benefits options, education, work history, attendance and leave records, performance evaluations, disciplinary actions.	Document work history	Human Resources, applicable manager as appropriate	Employment Standards Act s. 15(5)
Human Resources and Occupational Health	Employee Information	Information relating to employees of Lakeridge Health. May include employee name, address, date of birth and start date of employment.	Employees	Employee name, start date, address, date of birth.	Document work history	Human Resources	Employment Standards Act s. 15(5)
Human Resources and Occupational Health	Employee Medical Data	Records relating to the medical status, conditions, and recovery of individual Lakeridge Health employees. This includes matters where there are physical injuries and development of medical conditions causing disability or impairment, both work and non-work related. May include information relating to clarification of medical conditions, determination of whether and/or when an employee should return to work, confirmation of job duties the employee is and is not capable of performing. Records may include doctor's notes and referrals, medical progress reports, and all supporting correspondence.	Employees	Information about an employee's medical conditions and whether he/she can return to regular work duties.	Assist with employee medical issues as they relate to employment.	Occupational Health and Safety	Public Hospitals Act, R.S.O. 1990

Human Resources and Occupational Health	Staff Immunization Data	Records relating to immunization. May include records relating to the immunization status of Lakeridge Health staff, Lakeridge Health's staff immunization program (flu shot) and may include recommendations and reports, vaccine storage and handling information, standards, research and statistics.	Staff, Volunteers	Information about an employee's immunization status.	Track employee immunization data, staff safety	Occupational Health and Safety	Public Hospitals Act, R.S.O. 1990
Human Resources and Occupational Health	Workplace Accident/Incident Investigation Reports	Records relating to workplace accidents and incidents and may include claims, accident records, correspondence with the WSIB.	Employees, those involved in an incident, names of witnesses	Employee names.	Respond to health and safety concerns and issues	Occupational Health & Safety staff and Joint Health & Safety Committee, Human Resources	Public Hospitals Act, R.S.O. 1990
Information Management	Requests under the Personal Health Information Protection Act (PHIPA)	Records relating to requests made under the personal health information protection act.	Individuals who make access requests	Name, contact info. & medical record number of individual to whom the personal health information (PHI) relates, the PHI requested; may include patient consent to disclose to another person or organization, may include name & contact info for substitute decision maker (if applicable).	To identify, locate and provide requested personal health information to patient/former patient or as directed by patient or substitute decision maker	Health Records staff	Personal Health Information Protection Act, 2004
Information Management	Requests under the Freedom of Information & Protection of Privacy	Records relating to requests for access to records applicable to the Freedom of Information and Protection of Privacy Act.	Individuals who make access requests, requests for correction or complaints	Name and contact information of requesters, third parties, complainants.	Respond to requests for access, correction, complaints	Freedom of Information Office staff; Information & Privacy Commissioner	Freedom of Information and Protection of Privacy Act

Information Management	Master Patient Index	Register of all patient visits to Lakeridge Health.	Patients	Patient name, demographic and contact information, medical record number and OHIP number, date of visit and reason for visit, primary care and attending physician.	Used to accurately identify patients and to link patient care information to the correct patient; maintain a complete record of all patient visits	Registration staff, Health Records staff, care providers, patient accounts	Public Hospitals Act, R.S.O. 1990
Information Management	Patient Chart	Record of the care and treatment provided to patients. Records may include the medical record, notes, charts and other material.	Patients	Master Patient Index information; medical condition and diagnostic information, test results, medications, records relating to any surgery or medical procedures, births.	Provision of care, document the history of patient care, evaluation of quality of care and service provision.	Lakeridge Health staff for work related purposes.	Public Hospitals Act, R.S.O. 1990
Information Management	Diagnostic Images	Medical images of patients: MRI, CT scan, Ultrasound, X-Ray, Mammogram, nuclear medicine images	Patients	Master Patient Index information; diagnostic images.	Diagnosis and care and treatment of patient	Lakeridge Health staff for work related purposes.	Public Hospitals Act, R.S.O. 1990
Medical Staff Office	Physician Files	Records relating to Physicians practicing at Lakeridge Health. Records may include: reference letters, chief's recommendation form, application form, CV, copy of degree, certificate of professional conduct from the CPSO/RCDSO, proof of malpractice insurance, basic life support, photo, policy agreements, correspondence.	Privileged Physicians	Name, address, date of birth, SIN, photo, academic information, emergency contact, email address.	Credential physicians and appoint them to the Medical staff	Medical Staff Office, Quality Risk, Clinical Departments	Public Hospitals Act, R.S.O. 1990, Limitations Act, s.4
Quality, Safety and Patient Experience	Patient Relations	Records relating to patient complaints and patient feedback.	Individuals making a complaint/concern or providing feedback related to care at Lakeridge Health	Name and contact information of individual complimenting or complaining about some aspect of their Hospital experience; information relating to the nature of the complaint or compliment.	Respond to concern or complaint ; evaluate and improve program and service delivery	Quality, Safety and Patient Experience staff	Public Hospitals Act, R.S.O. 1990

Quality, Safety and Patient Experience	Incident Reports	Reports relating to incidents occurring in the Hospital or on Hospital property where an individual has been or may have been injured.	Patients or visitors who have or may have been injured	Name and contact info. of individual, details of injury or possible injury including related circumstances.	To improve safety, to inform affected parties and to respond to any issues related to the matter	Quality, Safety and Patient Experience staff	Public Hospitals Act, R.S.O. 1990
Quality, Safety and Patient Experience	Quality & Patient Safety Reviews	Records relating to the assessment and evaluation of the quality of health care provided and related programs and services.	Patients	Patient name and contact information, patient health information, care and treatment provided, adverse events.	To evaluate care and service delivery and care and improve the quality of care and services provided to patients	Patient Experience & Quality, Clinical Chiefs; Program leadership; Clinical Educators	Quality of Care Information Protection Act, 2004
Quality, Safety and Patient Experience	Security Department Documentation	Records relating to providing security for patients, visitors, staff, physicians and volunteers at Lakeridge Health. This includes records relating to physical, technical and administrative controls including security, alarm and controlled access systems, personnel identification cards (includes photograph), authorization records, access controls, video cameras, security logs, patient valuables register and incident reports.	Lakeridge Health employees, patients, visitors, families, volunteers, members of the public	Names of employees, physicians and volunteers, identification number and photograph; security videotapes of persons at Hospital entrances and main hallways.	To identify staff, physicians and volunteers and document access; videotaping and monitoring is used to identify and respond to potential security risks.	Security	Private Security and Investigative Services Act Regulation 434, s. 1(2)
Research	Research Data	Records related to the research. May include: research ethics submissions, including protocols, consent forms, approved versions of the study protocol and consent forms, all Research Ethics Board approval documents and correspondence, required undertaking from the investigator (qualified investigator form) records respecting all adverse events, agreements related to research.	Patients	CV's of REB Members, REB Training Records, Personal Health Information of Research Subjects.	Clinical Research	Principal Investigator, REB members, Research participants	Guidance for Records Related to Clinical Trials(GUIDE-0068)