

Directory of Records

Perth and Smiths Falls District Hospital's Directory of Records (DoR) provides a listing of the types of records held and maintained by the hospital as required by the Ontario *Freedom of Information and Protection of Privacy Act* (FIPPA), section 35. The DoR is divided into functional categories and include an index of Personal Information Banks (PIBs). Questions about the DoR or PIBs should be directed to the Privacy and Information Office at the following email address: privacyinformationoffice@psfdh.on.ca

The following lists the general classes or types of records held by PSFDH.	
Governance and Administrative	Records related to the general governance and administrative management within the Executive Offices.
Clinical Programs	Records relating to the management and delivery of clinical and support programs including laboratories, diagnostic Imaging and pharmacy.
Communication and Public Relations	Records relating to maintaining and enhancing the hospitals reputation, developing internal and external relations, and disseminating information.
Facilities and Planning and Support	Records relating to the management of the hospital's facilities and property.
Finance	Records relating to financial management functions.
Human Resources	Records relating to the management of hospital employees, volunteers, students, physicians and residents
Information Services	Records relating to the maintenance, development and management of the hospital's information technology
Medical Affairs	Records relating to the management of the hospital's medical activities

Governance and Administrative

Definition

Includes general records related to the governance and administration of the hospital, including records of the Board of Directors and those of the senior leadership team. These records include, but are not limited to Policies and Procedures, Agreements, Corporate correspondence, Hospital Annual Report, balanced scorecard, Accreditation Report, minutes,

Personal Information Bank:

Register of Members of the Corporation

Location: Primarily held by the President and Chief Executive Officer

Legal: *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: President and Chief Executive Officer
Individuals in Bank: Members of the Corporation
Retention and Disposal Current and Most Recent

Register of Directors of the Corporation

Location: Primarily held by the President and Chief Executive Officer
Legal: *Corporations Act*
Information Maintained : Name, address, telephone number, email address, facsimile number
Uses: Maintain a record of past and present board members
Users: Privacy and Information Office
Individuals in Bank: Directors of the Board
Retention and Disposal Permanent

FIPPA Requests

Location: Primarily held by the President and Chief Executive Officer
Legal: *Freedom of Information and Protection of Privacy Act*
Information Maintained : Name, address, telephone number, email address, facsimile number and record of payment
Uses: To respond to Freedom of Information requests
Users: President and Chief Executive Officer
Individuals in Bank: Requestors of information
Retention and Disposal (5) five years after final response to the request

Statements Relating to Destruction of Personal Health Information

Location: Health Records Department
Legal: *Public Hospital's Act*
Information Maintained : Patient name, date of birth, Hospital Identification number,
Uses: Record of disposition of Personal Health Information
Users: Manager of Health Records and President and Chief Executive Officer
Individuals in Bank: Patients whose records have been destroyed
Retention and Disposal Adult -inpatient Records are minimum 10 years after discharge or death
Adult out-patient Record is 10 years after last visit or death
Children, adolescent and an adult less than 18 years is 10 years after the patients 18th birthday.

Incident and Patient Relations Records

Location: Primarily held by the Quality and Risk Office
Legal: *Public Hospital's Act* and *Excellent Care for All Act*
Information Maintained : Patient, Staff, Visitor information regarding incidents, complaints, compliments related to Perth and Smiths Falls District Hospital
Uses: Responding to incidents, complaints, compliments, administration purposes, maintain files
Users: Circle of Care, Managers, Vice Presidents, President and Chief Executive Officer, Board Quality, Patient Safety Committee

Individuals in Bank: Patients,
Staff,

Retention and Disposal

Adult -inpatient Records are minimum 10 years after discharge or death
Adult out-patient Record is 10 years after last visit or death
Children, adolescent and an adult less than 18 years is 10 years after the patients 18th birthday.

Infection Prevention and Control

Location: Primarily held by the Infection Prevention and Control Office
Legal: *Health Protection and Promotion Act*
Information Maintained : Patient demographic information, medical information including laboratory results
Uses: Reporting, diagnosis, treatment, isolation status, follow up and referral for each patient
Users: Infection Prevention and Control Staff, Circle of Care, Vice President, President and Chief Executive Officer, Managers, Board Quality, Ministry of Health and Long Term Care

Individuals in Bank: Patients who have a positive lab result for microorganisms
Retention and Disposal Permanent

Departmental Contact Lists and Scheduling

Location: Primarily held by the Individual departments
Legal: *Public Hospital Act*
Information Maintained : Staff name, home contact information
Uses: To administer employment relationship, sceduling, disaster call back system
Users: Staff, Mangers, Staffing Office, Vice President and President and Chief Executive Officer
Individuals in Bank: Staff
Retention and Disposal End of Employment

Clinical Programs

Definition

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 satisfaction surveys, wait time information, mandatory education, continuing education, voluntary training, patient surveys, wait time , minutes, agendas, cancellation lists, Fan Out Lists and log books.

Personal Information Bank:

Patient Care Records - Inpatient, Day Surgery, Emergency Department

Location: Primarily Patient Registration, In-patient and Outpatient Departments, Emergency Department, Day Surgery, Physio and Occupational Therapy Departments, Pharmacy, Diagnostic Imaging including PACs, Dietary, Hospital Information Services, Decision Support, Security, Preventative Maintenance.

Legal: *Public Hospital's Act*
Information Maintained : Patient demographic information, Ontario Health Insurance information, medical history, physical, consultations, Operating Room Records, Anesthesiology Records, Post Anesthetic Recovery Records, Diagnostic Records, Treatment and Medication Administration Records are included in inpatient, day surgery, day hospital, and emergency charts

Uses: To collect information about an individual patient that facilitates communication sharing of demographics, medical history, medication, allergies, immunization status, laboratory test results, radiology images, vital signs, age, weight, POA, and billing information to increase workflow and patient safety.

Users: Circle of Care

Individuals in Bank: Patients treated by Perth and Smiths Falls District Hospital
Retention and Disposal Adult -inpatient Records is minimum 10 years after discharge or death
Adult out-patient Record is 10 years after last visit or death
Children, adolescent and an adult less than 18 years is 10 years after the patients 18th birthday.

Patient Diagnostic Studies

Location: Primarily Health Records. Laboratory, Diagnostic Services including Radiology, Ultrasounds CT, Mammography, Cardiac Respiratory, Sleep and ECG, data bases such as PACs and Life Lab.

Legal: *Public Hospitals Act*

Information Maintained : Patient demographic information, reports, studies, requisitions, patient logs, patient schedules

Uses: Communication to "circle of care" with the hospital and hospitals in South East and Champlain LHIN to facilitate patient care.

Users: Circle of Care: Partner hospitals to support regional and provincial initiatives

Individuals in Bank: Patients receiving diagnostic studies at Perth and Smiths Falls District Hospital

Retention and Disposal Diagnostic records are disposed of least (5 years) after the creation or after active use of the record. Exceptions: Mammography , CT - Permanent retention Laboratory - Quality and Validation Records are disposed after 2 years. Laboratory diagnostic results are retained permanently

Children (Less than 18 years). At least 5 Years after the Patient's 18th Birthday

Patient Registration

Location:	Meditech Database available to "Circle of Care" Department and Services
Legal:	<i>Public Hospitals Act</i>
Information Maintained :	Patient demographic information, Ontario Hospital Insurance Plan Number, gender, age, DOB, marital status, next of kin, guardian or parent if less than 18 years of age, General Health Concerns.
Uses:	Communication to "circle of care" with the hospital and hospitals in South East and Champlain LHIN to facilitate patient care.
Users:	Circle of Care: Partner hospitals to support regional and provincial initiatives
Individuals in Bank:	Patient registered as a patient at the Perth and Smiths Falls District Hospital
Retention and Disposal	Permanent retention

Communications and Public Relations

Definition

Includes records related to internal and external communication distributed to the media, on our PSFDH Website and to both external and internal stakeholders.
Other records include: presentations, signage and advertisements.

Personal Information Bank:

Photography

Location:	Primarily Executive Assistant to the President and Chief Executive Officer
Legal:	Public Hospitals Act
Information Maintained :	Photos of people, events at or associated with the hospital
Uses:	Publications, printed material, website
Users:	President and Chief Executive Officer and Vice Presidents
Individuals in Bank:	Patients, Visitors, Staff, Volunteers, Board of Directors
Retention and Disposal	Undetermined

Material Supplies

Definition

The Shared Support Services Southeastern Ontario (3SO) is a shared service organization that supplies material supplies to hospitals in South East Local Health Integrated Healthwork (LHIN)
The following PSFDH records relate: Procurement, sourcing, selection of suppliers , business cases , supplier consultations, requests for information, request for pricing, selection process, vendor debriefings, award letters, announcements, terms and conditions of agreements, risk assessment if appropriate, knowledge transfer from supplier to staff, supplies management, receipts of deliverables, and performance monitoring and management,

Personal Information Bank:

Material Supply Records

Location: Primarily Shared Support Services Southeastern Ontario (3SO) and Vice President of Finance

Legal: Broader Public Sector Procurement Directive April 1, 2010

Information Maintained : Scanned Copies of the Procurement Records, Agreements and related Management of 3SO and Vendors

Uses: Manage and maintain PSFDH Material Management Services

Users: Staff, Managers, Manager of 3SO, Vice Presidents and Chief Executive Officer

Individuals in Bank: Vendors, 3SO Management,

Retention and Disposal 7 Years

Facilities,

Definition

Records related to the maintenance, operations and the redevelopment of the 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 and safety tests, special project files, heliport manual, tender and contract documents, building plans, capital development project documents, Emergency Response Records including Emergency Code Policies procedures and test exercises.

Personal Information Bank:

Vehicles

Location: Primarily Manager of Facilities and Vice President of Finance and Support Services

Legal: *Insurance Act* R.S.O. 1990,c.1.8

Information Maintained : Name, valid driver's licence and name of insurer

Uses: Information is used for the managing safe

Users: Manager of Facilities and Vice President of Finance and Support Services

Individuals in Bank: Staff

Retention and Disposal 7 years

Security Records

Location: Primarily Manager of Facilities
Legal: *Public Hospitals Act* R.S. O. 1990
Information Maintained : Name, home contact information
Uses: Information is used to investigate security incidents and maintain a safe environment
Users: Managers, Vice President of Finance and Support Services
Individuals in Bank: Public , patients, staff, volunteers and students
Retention and Disposal 1 year

Video Surveillance Records

Location: Primarily Manager of Facilities
Legal: *Public Hospitals Act* R.S. O. 1990
Information Maintained : Video surveillance clips
Uses: Information is used to investigate incidents related to safety or security
Users: Managers, Vice President of Finance and Support Services
Individuals in Bank: Public , patients, staff, volunteers and students
Retention and Disposal 1 month

Finance

Definition Records related to budget, revenue and expenses, payroll . These records include but are not limited to source documents, bank information, invoices, credit and collection, information, professional staff payment, books of accounts and accounting records, Workplace Safety and Insurance Board (WSIB) Records, Hospitals Of Ontario Pension Plan (HOOPP) Records, tax records and department minutes.

Personal Information Bank:

Financial Records

Location: Primarily Finance Department
Legal: *Public Hospital's Act*
Information Maintained : Name, Ontario Hospital Insurance Plan , Insurance information, credit card
Uses: Billing for service
Users: Business Office, Finance Office, Payroll, Vice President of Finance and Support Services.
Individuals in Bank: Patients, employees, physicians,
Retention and Disposal 7 years

Human Resources

Definition

Records related to the applications and management of employees, students and volunteers, the provision of benefits and services. These records include pension plan contributions, collective agreements, pay equity, payroll deduction authorization job descriptions, hours of work, Indicators, leaves and absenteeism, sick time, grievances, negotiation, litigation files, benchmarking surveys, labour management, meeting minutes,

Personal Information Bank:

Grievances

Location:	Primarily Human Resources
Legal:	Labour Relations Act, 1995, c.1,s48
Information Maintained :	Staff demographics, documents related to grievances, step (2) two notes, response to the grievance, withdrawal of the grievance.
Uses:	Process to get an outcome or decision on a specific situation.
Users:	Grievor, Union, Manager, Vice President, Labour Relations Officer, Manager of Human Resources
Individuals in Bank:	Employee with grievances.
Retention and Disposal	2 years. Records become public information after a decision is finalized.

Employee Health Records

Location:	Primarily Occupational Health and Safety Office
Legal:	Occupational Health & Safety Act
Information Maintained :	Demographic information, health and medical history to provide proper care and services, disability management
Uses:	Employee Wellness
Users:	Employees, Volunteers
Individuals in Bank:	Staff, volunteers
Retention and Disposal	Life of the employee + (5) five years.

Employee Health and Safety Records

Location:	Occupational Health and Safety Office
Legal:	Occupational Health & Safety Act and Ministry of Labour
Information Maintained :	Workplace accident/incident investigation records
Uses:	To manage and provide reports of workplace accidents
Users:	Occupational Health and Safety Coordinator and Manager of Human Resources
Individuals in Bank:	Staff that have sustained an injury.
Retention and Disposal	5 years after termination of employment

Employee Personnel, Payroll and Benefits

Location:	Primarily Human Resources, Meditech, Finance and Payroll
Legal:	Employment Standards Act and Income Tax Act

Information Maintained : Name, address, telephone, date of birth, sex, marital status and dependent information, citizenship, Social Insurance Number, Education, Employment history attendance, leave of absence, performance evaluations, benefit options, salary, payroll, benefit transactions, pay deduction authorizations, beneficiaries, next of kin, garnishments, background checks, correspondence, discipline and reference letter.

Uses: Document employment history, benefit information, administer payroll and benefit package, as well as contact and reporting purposes.

Users: Human Resources, Finance, Payroll

Individuals in Bank: All hospital staff, contract staff, retired employees,

Retention and Disposal (10) Ten years after retirement, death, termination of employment
Payroll - 7 Years

Arbitration Files

Location: Primarily Human Resources

Legal: Labour Relations Act

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 process to settle disputes

Users: Human Resources, Labour Relations Officers

Individuals in Bank: Staff involved in arbitration

Retention and Disposal Permanent

Human Rights Complaints and Investigation

Location: Primarily Human Resources

Legal: Human Resources Code

Information Maintained : Staff demographic information, gender, marital and family status, education information, human rights complaint

Uses: To investigate and resolve complaints

Users: Human Resources and Labour Relations Officers

Individuals in Bank: Employees who filed a complaint of being discriminated against and or harassed. Hospital employees involved in a complaint regarding discriminatin or harassment as a complainant, respondent, witness or responsible Manager, Vice President.

Retention and Disposal Permanent

Job Competitions and Applications

Location: Primarily Human Resources, Managers Offices

Legal: Employment Standard Act

Information Maintained : Letters of application, resumes, competition documentation

Uses: Manage competitions and hiring

Users: Human Resources, Managers, Staff

Individuals in Bank: Professionals and persons seeking employment

Retention and Disposal (6) months for unsuccessful candidates
(10) years post termination for successful candidates

Volunteers

Location: Primarily Human Resources
Legal: Public Hospital's Act
Information Maintained : Name, address, telephone number, email address, gender, age references, education history, criminal reference checks, training emergency contact information, interview notes, reference letter, TB Tests.
Uses: To manage volunteer services and files
Users: Human Resources
Individuals in Bank: Volunteers
Retention and Disposal (10) Ten years after ending volunteering

Volunteer Applications

Location: Primarily Human Resources,
Legal: Public Hospital's Act
Information Maintained : Name, address, telephone number, email address, gender, age references, education history, criminal reference checks, training emergency contact information, interview notes, reference letter,
Uses: Administer volunteer applications and manage files
Users: Human Resources
Individuals in Bank: Volunteers
Retention and Disposal (2) Two years

Information Management

Definition

Records related to the management of accessing the hospital information systems. These records include, but are not limited to service contracts, back up systems, email, meditech, package installation history, licenses, staff access requests, testing documents, software upgrades, management of system failures.

Personal Information Bank:

Identification Card and Key Access Records

Location: Primarily Hospital Information System Office
Legal: *Public Hospital's Act*
Information Maintained : Name, email address and photo
Uses: Manage and maintain access control
Users: Facilities, HIS, President and Chief Executive Officer, Vice Presidents of Clinical Service/CNE and Vice President of Finance and Support Services, Registration Clerk, Emergency Department

Individuals in Bank:

Facilities, HIS, President and Chief Executive Officer, Vice Presidents of Clinical Service/CNE and Vice President of Finance and Support Services, Registration Clerk, Emergency Department

Retention and Disposal

Permanent

Medical Affairs**Definition**

These records include but are not limited to credentials, professional staff files, professional staff committees and departmental minutes.

Personal Information Bank:**Medical Staff Applications and Queries**

Location: Medical Staff Office

Legal: *Public Hospital Act*

Information Maintained : Professional staff names, address, telephone numbers, resumes,

Uses: Management of Professional Staff Appointments

Users: Chief of Staff Office, Credentialing 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

Unsuccessful Physician Applications - (15) Fifteen years

Professional Staff Personnel File

Location: Medical Staff Office

Legal: *Public Hospital Act*

Information Maintained : Professional staff name, address, telephone number, email address, application, medical practice protection coverage, copy of Regulatory Certificate, Resume, Reference Letters

Uses: Administer Professional Staff Appointments

Users: Chief of Staff Office, Credential Committee, Medical Advisory Committee, Board of Directors.

Individuals in Bank:

Professional Staff who have been granted privileges

Retention and Disposal

Permanent