

Directory of Records and Personal Information Banks

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The Kemptville District Hospital Directory of Records provides a listing of the types of records held by the hospital (as required by the Ontario Freedom of Information and Protection of Privacy Act). The Directory of Records is divided into eight (8) functional categories and includes an index of personal Information Banks (PIBs).

- Administrative and Governance
- Clinical Programs/Patient Care Records
- Communication and Public Relations
- Facilities, Planning and Support
- Finance
- Human Resources
- Information Services
- Medical Affairs

- **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 Policies and Procedures, Agreements, Corporate correspondence, Hospital Annual Report, balanced score cards, fan out lists, Accreditation Report, minutes, leases, deeds, licenses.

Personal Information Banks

Register of Directors of the Corporation(PIB)

Location: Executive Office

KDH_Shared\Board\Application

KDH_Shared\Board\Lists

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

Register of Members of the Corporation(PIB)

Location: Executive Office –

KDH_Shared\Administration\Signatures & Photos

Legal Authority: Corporations Act

Information Maintained: Photos and signatures

Uses: Electronic signatures

Users: Executive Office

Individuals in Bank: Members of the Corporation

Retention and Disposal: 10 years

Legal Matters(PIB)

Location: Chief Executive Office - **KDH_Shared\Administration\Legal**

Legal Authority: N/A

Information Maintained: Legal Correspondence, Legal documentation (e.g. Claims, Statements, Judgments)

Uses: Maintain record of legal matters

Users: Chief Executive Officer and CEO Staff

Individuals in Bank: Plaintiffs, defendants, witnesses

Retention and Disposal: Permanent

Contracts and Agreements(PIB)

Location: Chief Executive Office

**KDH_Shared\Administration\K:\ADMINISTRATION\
CONTRACTS_AGREEMENTS**

Legal Authority: N/A

Information Maintained: Draft and Final Service Agreements/contracts, Costs, Contract Expiry Date

Uses: Maintain copies and logs of agreements and contracts

Users: Chief Executive Officer, CEO Staff, Contract Manager

Individuals in Bank: Consultants, Contractors

Retention and Disposal: Permanent

KDH Health Centre(PIB)

Location: Chief Executive Office –

K:\ADMINISTRATION\KDH HEALTH CENTRE

Legal Authority: N/A

Information Maintained: Draft and Final Physician Letters of Understanding/Contracts

Uses: Maintain copies and agreements and contracts with physicians and Family Health Organization (FHO)

Users: Chief Executive Officer and CEO Staff

Individuals in Bank: FHO physician members

Retention and Disposal: Permanent

Leases(PIB)

Location: Chief Executive Office - K:\ADMINISTRATION\LEASES

Legal Authority: N/A

Information Maintained: Correspondence and Lease information including lease details, costs and expiry/renewal date(s)

Uses: Maintain record of lease information

Users: Chief Executive Officer, CEO Staff and Finance Department

Individuals in Bank: Tenants

Retention and Disposal: Permanent

Patient Complaints Log (PIB)

Location: Patient Relations Officer

Legal Authority: PHA

Information Maintained: Name and contact information of individual complaining about some aspect of their hospital experience: information relating to the nature of the complaint

Uses: Respond to concern or complaint

Individuals in Bank: Patient and visitors

Retention and Disposal: 3 years

Legal Records (PIB)

Location: Administration-Director of Patient Services

Legal Authority: N/A

Information Maintained: Name and contact information of individual, status of case

Uses: Legal counsel

Individuals in Bank: Patients

Retention and Disposal: TBD

○ **Clinical Programs/Patient Care Records**

Activities with regard to the day-to-day management of records related to the hospital and departmental offices including all inpatient and outpatient services.

Personal Information Banks

Correspondence Request Log (PIB)

Location: Health Records

Legal Authority: PHIPA

Information Maintained: Date of request, Name of patient, CPI #, Requestor, Fee, Date information is sent

Uses: Medical Records for Release of Health Information

Individuals in Bank: Hospital patients

Retention and Disposal: according to retention for personal health information

FIPPA Requests(PIB)

Location: Health Records, K: drive and paper

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/Chief Privacy Officer

Individuals in Bank: Requestors of information

Retention and Disposal: 5 years after final response to the request

Office charts log (PIB)

Location: Health Records K: drive in Medical Records

Legal Authority: N/A

Information Maintained: DOB and Names of files(doctor's office) kept in storage at KDH and destroyed in November, 2011.

Uses: Search

Individuals in Bank: Doctors offices patient charts

Retention and Disposal: charts not required by doctors, therefore destroyed after 8 years of storage

Medical Records and Patient Registration Staff list (PIB)

Location: Health Records K: drive in Medical Records

Legal Authority: N/A

Information Maintained: Names, addresses, distance from work and phone numbers of staff.

Uses: contacting staff for emergency or disaster fan out

Individuals in Bank: Staff from Medical Records and Patient Registration

Retention and Disposal: None

Clinic No Show List (PIB)

Location: Health Records K: drive in Medical Records – Clinic Schedule folder

Legal Authority: N/A

Information Maintained: List by doctor and patient registration number and date of visit.

Uses: track no shows

Individuals in Bank: Registration numbers of patients by doctor's clinic

Retention and Disposal: None

CPI #'s that have been merged (PIB)

Location: Health Records K: drive in Medical Records – EMPI folder

Legal Authority: N/A

Information Maintained: List by CPI number and date of merged chart numbers.

Uses: track CPI #'s that have been merged

Individuals in Bank: CPI #'s of patients

Retention and Disposal: None

Awaiting OR reports for Day Surgery (PIB)

Location: Health Records K: drive in Medical Records

Legal Authority: N/A

Information Maintained: List by Registration and CPI number and doctor responsible for OR report.

Uses: track OR reports waiting to be dictated

Individuals in Bank: Patients

Retention and Disposal: None

Files destroyed after 10 year retention period (PIB)

Location: Health Records K: drive in Medical Records, Files destroyed

Legal Authority: PHA

Information Maintained: List by CPI number, patient name and date discharge.

Uses: track charts that have been destroyed

Individuals in Bank: patients

Retention and Disposal: 10 years

Recoding Audit(PIB)

Location: Health Records K: drive in Medical Records, Recoding Audit

Legal Authority: N/A

Information Maintained: List by CPI number, registration number and date of discharge.

Uses: track charts that have been recoded

Individuals in Bank: CPI and registration #'s of patients

Retention and Disposal: None

- **Communication 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.

- **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, blueprints, building permits, preventative maintenance reports, medical gases certificates, specs, drawings, cleaning records, fire/safety tests, project files, tender and contract documents, building plans, capital development project documents, emergency response records include emergency code policies, procedures and test exercises.

Personal Information Banks

ID Card and Key Access Records(PIB)

Location: Building Services Office

Legal Authority: Public Hospitals Act, R.S.O. 1990

Information Maintained: Name, email address, photo

Uses: Administer and maintain access control

Users: Building Operations

Individuals in Bank: Hospital staff, volunteers and professional staff

Retention and Disposal: Ten (10) year past termination of employment/relationship

Building Services Admin Paper Files(PIB)

Location: Building Services Office

Legal Authority: N/A

Information Maintained: Purchase orders, requests for quotes, receiving reports

Uses: Future queries

Individuals in Bank: Suppliers

Retention and Disposal: None

Building Services Admin Electronic Files(PIB)

Location: Building Services

Legal Authority: N/A

Information Maintained: Staff information, schedules

Uses: Inquiries

Individuals in Bank: Staff

Retention and Disposal: None

- **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, HOOP records, tax records, and department minutes.

- **Human Resources**
Includes records related to activities that support our “People” by providing leadership and services, promoting personal and professional development and fostering a positive, safe and healthy environment.

Personal Information Banks:

Grievances(PIB)

Location: Human Resources, HR Consultant

Legal Authority: Labour Relations Act, 1995, c.1, s.48

Information Maintained: Name, nature of grievance, status

Uses: Mechanism to get an outcome or decision on a specific situation

Users: Human Resources, Management

Individuals in Bank: Employee with grievances

Retention and Disposal: 2 years, records become public information after a decision is finalized

Employee Files (Employment Records)(PIB)

Location: Human Resources Office/External Storage Shed – archived files

Legal Authority: Employment Standards Act 2000; Pay Equity Act; Public Salary Disclosure Act, Retirement Act; Income Tax Act; Long Term Care Act

Information Maintained: Name, address, phone, dependent and contact information, wage garnishment information, SIN, criminal background check, registration information, pay information, offer letters, benefit information, performance management information, education certificates, roles.

Uses: to maintain records of employees

Users: Human Resources, Management

Individuals in Bank: Staff

Retention and Disposal: Duration of employment – move to archives until death notification

Occupational Health Employee Files(PIB)

Location: Occupational Health Office

Legal Authority: Long Term Care Act

Information Maintained: Name, address, phone, medical information, results of immunization, TB, medical information related to attendance management

Uses: To provide information for attendance management

Users: Occupational Health

Individuals in Bank: Staff

Retention and Disposal: Duration of employment and move to archives until death notification

Employee Status Information (Q-HR – Financial) – Payroll/ CPP(PIB)

Location: Human Resources, Finance

Legal Authority: Employment Insurance Act, Canada Pension Plan

Information Maintained: Name, address, telephone, contact information, wage garnishment information, benefits information, pay, SIN, roles, hours worked, vacation accrual

Uses: Administer payroll and benefits package, as well as contact/reporting purposes

Users: Human Resources, Finance

Individuals in Bank: all hospital staff

Retention and Disposal: Current + 6 years

Hiring and Interview Notes(PIB)

Location: Human Resources Office

Legal Authority: Ontario Human Rights Commission

Information Maintained: Name, interview team names, interview notes pertaining to interviewed candidates.

Uses: Administer competitions and hiring's.

Users: Human Resources staff, Management

Individuals in Bank: Persons seeking employment.

Retention and Disposal: 1 year after date of hire

Volunteers(PIB)

Location: Volunteer Coordinator, Auxiliary Volunteer Coordinator

Legal Authority: Long Term Care Act

Information Maintained: Name, contact information, criminal background check

Uses: To administer volunteer services, maintain files

Users: Volunteer Coordinator, Auxiliary Volunteer Coordinator

Individuals in Bank: Volunteers

Retention and Disposal: Duration of Volunteer assignment + 3 years

Volunteers Health Files(PIB)

Location: Occupational Health

Legal Authority: Long Term Care Act

Information Maintained: Name, address, phone, medical information, results of immunization, TB

Uses: Maintain files

Users: Occupational Health

Individuals in Bank: Volunteers

Retention and Disposal: Duration of employment + 3 years

Attendance Management Program(PIB)

Location: Human Resources Office & Occupational Health Office

Legal Authority: Maintain in alignment with Occupational Health Employee Files and General Employee Files

Information Maintained: Name, address, phone, medical restrictions, prognosis, treatment information meeting notes

Uses: Attendance Management Program

Users: Occupational Health, Human Resources

Individuals in Bank: Staff

Retention and Disposal: Maintain in alignment with Occupational Health Employee Files and General Employee Files

Incident Reports(PIB)

Location: Human Resources Office & Occupational Health Office

Legal Authority: OSHA

Information Maintained: Name, possible injury information, possible medical treatment, contact information, notes from observers/witnesses

Uses: Incident reporting

Users: Occupational Health, Human Resources, Management

Individuals in Bank: Staff

Retention and Disposal: Current + 14 years

WSIB Reports (Form 7)(PIB)

Location: Human Resources Office, Occupational Health Office,

Legal Authority: OSHA: WSIB

Information Maintained: Name, address, phone, injury information, medical restriction information, pay information, prognosis, treatment information, investigation reports, correspondence with WSIB

Uses: WSIB reporting

Users: Occupational Health, Human Resources, Finance (payroll portion), Management

Individuals in Bank: Staff

Retention and Disposal: Current + 14 years

Training Records(PIB)

Location: Human Resources Office

Legal Authority: Ministry of Labour, Ministry of Health and Long Term Care, Occupational Health and Safety Act

Information Maintained: Name, date of attendance at training

Uses: Training record

Users: Human Resources

Individuals in Bank: Staff

Retention and Disposal: 3 years post termination of employment

Hazard Reports(PIB)

Location: JHSC File

Legal Authority: OHSA

Information Maintained: Name, contact information, possible medical information, costs, comments from observers/witnesses

Uses: Hazard reports

Users: JHSC, Human Resources, Managers

Individuals in Bank: Staff

Retention and Disposal: Current + 14 years

MOL Inspection Reports(PIB)

Location: Human Resources Office

Legal Authority: N/A

Information Maintained: Name, contact information

Uses: Inspection reports tracking

Users: Human Resources

Individuals in Bank: Staff

Retention and Disposal: Current + 14 years

Workwell Audit(PIB)

Location: Human Resources Office

Legal Authority: WSIB

Information Maintained: Name, contact information

Uses: Audit reports

Users: Human Resources

Individuals in Bank: Staff

Retention and Disposal: Current + 2 years

Minutes of JSHC(PIB)

Location: JHSC File

Legal Authority: WSIB

Information Maintained: Name, contact information

Uses: JHSC information

Users: All employees (JHSC minutes reports are posted)

Individuals in Bank: Staff

Retention and Disposal: Current + 2 years

Inspection reports (JHSC)(PIB)

Location: JHSC File

Legal Authority: WSIB

Information Maintained: Name, contact information

Uses: JHSC information

Users: All employees (inspection reports are posted)

Individuals in Bank: Staff

Retention and Disposal: Current + 2 years

Group Benefit Files(PIB)

Location: Human Resources and Finance Offices

Legal Authority: N/A

Information Maintained: Names, wage, benefit information

Uses: Tracking group benefits

Users: Human Resources, Finance

Individuals in Bank: Staff

Retention and Disposal: 3 years post termination of employment

○ **Information Services**

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.

- **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(PIB)

Location: Medical Staff Office

KDH_Shared\Administration\Medical Staff\Credentialing

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(PIB)

Location: Medical Staff Office

KDH_Shared\Administration\Medical Staff\Credentialing

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