

# KHSC Site Personal Information Banks

## Clinical & Medical Administration

### *Medical Affairs*

**Name of PIB:** Departmental Assistant and Research Hospital Appointments Excel Database

**Legal Authority:** Employment Standards Act

**Information Maintained:** Name, contact details, date of birth, health declaration, proof of immunizations, employment details in CV, physician supervisor name

**Uses:** Tracking KHSC status for departmental assistants and research hospital appointments working at KHSC

**Is the Information Disclosed on a Regular Basis:** No

**Individuals in Bank:** Individuals working at KHSC but not paid by KHSC

**Retention and Disposal:** Termination + 6 years then destroyed

**Name of PIB:** Common Credentialing – Medtech database

**Legal Authority:** Employment Standards Act

**Information Maintained:** Name, gender, contact info, place/date of birth, proof of immunizations, education, employment, CPIC VSS report, RCPSC or CFPC certification, CPSO number, reference letters and letters of good standing from previous hospital appointments, Ministry of Health provider number

**Uses:** Tracking physician appointments, reappointments, credentialing

**Is the Information Disclosed on a Regular Basis:** No

**Individuals in Bank:** Physicians, dental staff, midwives, RNEC

**Retention and Disposal:** Termination + 20 years then destroyed

## Communications & Strategy Management

**Name of PIB:** Patient Consents – Media & Public Affairs Inquiries (KGH site)

**Legal Authority:** KHSC Privacy Policy

**Information Maintained:** Name, contact information, personal health information

**Uses:** To obtain consent about a patient's condition or consent to be interviewed/photographed/videotaped

**Is the Information Disclosed on a Regular Basis:** Yes to media

**Individuals in Bank:** Patients, family members, participants in media campaigns

**Retention and Disposal:** To be determined

**Name of PIB:** Photo and Video Library (KGH site)

**Legal Authority:** KHSC Privacy Policy

**Information Maintained:** Name, age, personal health information, employment details

**Uses:** print and electronic publications sometimes with individual info

**Is the Information Disclosed on a Regular Basis:** No

**Individuals in Bank:** Physicians, employees, patients, research subjects (with their permission)

**Retention and Disposal:** Archived selectively

**Name of PIB:** KGH Connect (KGH site)  
**Legal Authority:** KHSC Privacy Policy  
**Information Maintained:** Name, contact information, passwords  
**Uses:** Contacting subscribers and sending correspondence  
**Is the Information Disclosed on a Regular Basis:** Yes  
**Retention and Disposal:** Kept indefinitely

**Name of PIB:** Images (HDH site)  
**Legal Authority:** Internal policies, HDH administrative and professional by-laws  
**Information Maintained:** Name, photograph, education information for course graduates, financial information for donors, patient information related to image itself.  
**Uses:** Used by authorized Public Relations Department staff with permission for promotional purposes, in hospital publication, on hospital website, in news releases, advertisements and print media  
**Is the information disclosed on a regular basis:** Images may be shared across joint hospital sites (KGH site, Providence Care and the UHKF)  
**Individuals in bank:** physicians, patients, employees, visitors, volunteers, donors, students, award recipients  
**Retention and disposal:** 10 years then destroyed with selective archiving

**Name of PIB:** Mailing List (HDH site)  
**Legal Authority:** Internal policies, HDH administrative and professional by-laws  
**Information Maintained:** Name, title, contact information  
**Uses:** Public relations staff  
**Is the information disclosed on a regular basis:** No  
**Individuals in bank:** Employees, physicians, board members, volunteers  
**Retention and disposal:** Deleted when no longer current

**Name of PIB:** Photograph/Videotape/Interview consent forms (HDH site)  
**Legal Authority:** Public Hospitals Act and Regulations, HDH administrative and professional by-laws, Confidentiality policy  
**Information Maintained:** Name, contact information, personal health information specific to image  
**Uses:** to obtain the individual's consent to be photographed, interviewed, videotaped  
**Is the information disclosed on a regular basis:** No  
**Individuals in bank:** Patients, employees, visitors, physicians, affiliated staff  
**Retention and disposal:** Retained permanently

### **Governance**

**Name of PIB:** KHSC Board Member files  
**Legal Authority:** Internal policy  
**Information Maintained:** Name, gender, contact information, education or training information, employment history, photographs  
**Uses:** Tracking volunteer history with KHSC as a member of the Board, biographical information for release to Communications for obituaries, awards, etc.  
**Is the Information Disclosed on a Regular Basis:** No

**Name of PIB:** Le Royer Patrons Membership (HDH site)  
**Legal Authority:** KHSC Privacy Policy  
**Information Maintained:** Name, address, email address  
**Uses:** Sending information and soliciting donations  
**Is the Information Disclosed on a Regular Basis:** To the UHKF only

**Individuals in Bank:** KHSC Board members  
**Retention and Disposal:** Termination + 3 years then destroyed

## **Operations & Administration**

### *Environmental Services*

**Name of PIB:** HRC (Hospitality Resource Centre) software  
**Legal Authority:** KHSC Privacy Policy  
**Information Maintained:** Name, employee number, patient personal health information  
**Uses:** Matching requests for portering with porters  
**Is the Information Disclosed on a Regular Basis:** No  
**Individuals in Bank:** Employees, patients  
**Retention and Disposal:** Controlled by dispositions in SAP and Patient Care System

### *Financial Services*

**Name of PIB:** SAP (KGH site)  
**Legal Authority:** Income Tax Act  
**Information Maintained:** Name, employee number, gender, financial details, goods or services provided, contact information, date of birth/age, employment details.  
**Uses:** Billing patients, paying employees and suppliers  
**Is the Information Disclosed on a Regular Basis:** No  
**Individuals in Bank:** Employees, physicians, patients, suppliers  
**Retention and Disposal:** Current year + 6 years then destroyed

**Name of PIB:** Emerald (KGH site)

### *Information Management*

**Name of PIB:** HEAT  
**Legal Authority:** KHSC Privacy Policy  
**Information Maintained:** Name, employee number, email address, physical location  
**Uses:** Tracking problems, compliancy rating of service  
**Is the Information Disclosed on a Regular Basis:** No  
**Individuals in Bank:** Physicians, employees, residents, all who work at KHSC  
**Retention and Disposal:** Permanent

### *Privacy Office*

**Name of PIB:** Privacy database  
**Legal Authority:** Limitations Act  
**Information Maintained:** Name, employee number, contact details, birth date, information relevant to concern

**Uses:** Investigation and resolution of privacy complaints and issues, preparing audits  
**Is the Information Disclosed on a Regular Basis:** Yes – Privacy Commissioner receives summary information

**Individuals in Bank:** Employees, patients

**Retention and Disposal:** 15 years

### *Decision Support*

**Name of PIB:** Sidora2

**Legal Authority:** KHSC Policy 01-221 Privacy Practices, Canadian Institute for Health Information (CIHI)

**Information Maintained:** Patient name, CR#, contact information, OHIP, personal health information, bed location.

**Uses:** Reporting to CIHI, decision-making

**Is the Information Disclosed on a Regular Basis:** Senior staff, board members, physicians, residents, business analysts, regulated health professionals, anonymized whenever possible, CIHI anonymized only.

**Individuals in Bank:** Patients

**Retention and Disposal:** 5 years then destroyed (provincial data)

### *Registration and Health Information Services*

**Name of PIB:** Patient Care System

**Legal Authority:** Public Hospitals Act

**Information Maintained:** Name, contact information, date of birth, gender, financial details, ethnicity, nationality, personal health information, education, employment, criminal record, marital status, # of children, next of kin, emergency contact, CR#, health card number

**Uses:** Provision of health care, billing, legal matters, etc.

**Is the Information Disclosed on a Regular Basis:** No, occasion-based to lawyers, Children's Aid Society, etc.

**Individuals in Bank:** Patients

**Retention and Disposal:** Under revision

**Affiliated clinical systems include:** Media manager (document scanning), Dictaphone Client, Dictaphone, Angiography, CVLAB, Echocardiography, Paceart, MUSE, ARIA/Varian Eclipse, eChart/WebApps, OPIS2005, Chemo Sche CTX, ORSOS, PICIS, PACS, Regional PACS, GE Viewpoint, ENITS, Power Scribe, COPATH, Genetics, SAM/SIM, SQLIS, BDM Actuate Report, BDM Database Server, PYXIS, EDIS, Patient kiosk, eDischarge Summary, Amoms, Palliative Care, Acute Pain Management System, Nephrocare, Medication Rec, CBORD, Pulmonary Function Lab, Regional Infection Control CKM, OBIX, RAI Treat MHS, EEG, TelASK Teleporting, Synergize, Resident Handover, Novari, Breast Milk Tracking, Ophthalmology, Visupac, Peri-data, ICMS (Integrated Client Management Service), CRMS – OCAN module, Weeneebayko Patient Services System.

**Name of PIB:** Med2020

**Legal Authority:** Public Hospitals Act

**Information Maintained:** Name, gender, financial details, contact information, date of birth, personal health information

**Uses:** Reporting requirement (Ministry of Health MOH, Canadian Institute for Health Information CIHI)

**Is the Information Disclosed on a Regular Basis:** Yes, to MOH and CIHI

**Individuals in Bank:** Patients

**Retention and Disposal:** Under revision

**Name of PIB:** Release of Information (ROI) log (Access data base)

**Legal Authority:** PHIPA

**Information Maintained:** Release request, name, gender, contact information ,date of birth

**Uses:** Release of Information staff

**Individuals in Bank:** Patients

**Retention and Disposal:** 10 years after last visit or death

### **Pharmacy**

**Name of PIB:** Omnicell Cabinets and Omnicentre Database

**Legal Authority:** KHSC Policy 14-041 Automated Dispensing Cabinet Medication Delivery System, KHSC Policy 14-040 Medication Procurement, Preparation, Distribution and Storage

**Information Maintained:** Name, CR#, PHI, Omnicell user actions

**Uses:** Safe and accurate medication dispensing

**Is the information disclosed on a regular basis:** Yes, members of the patient's health care team, managers

**Individuals in Bank:** patients, Omnicell users

**Retention and Disposition:** maintained in Omnicell Archive

**Name of PIB:** BDM

**Legal Authority:** KHSC Policy 11-040 Patient Care Orders, 14-040 Medication Procurement, Preparation, Distribution and Storage

**Information Maintained:** Name, CR#, Visit#, Demographics, PHI, BDM user actions

**Uses:** Medication procurement and inventory system, patient medication profile, drug interaction check, drug recipe and production catalogue

**Is the information disclosed on a regular basis:** Yes, members of the patients' health care team (interfaces with PCS and Omnicell)

**Individuals in Bank:** patients, BDM users

**Retention and Disposition:** maintained in BDM database

**Name of PIB:** OPIS

**Legal Authority:** KGH Policy 11-040 Patient Care Orders, 14-040 Medication Procurement, Preparation, Distribution and Storage

**Information Maintained:** Name, CR#, Demographics, PHI, OPIS user actions

**Uses:** Safe and accurate medication dispensing, drug regimen/protocol

**Is the information on a regular basis:** Yes, members of the patients' health care team

**Individuals:** patients, OPIS users

**Retention and Disposition:** maintained in OPIS database

**Name of PIB:** FastPak EXP

**Legal Authority:** KHSC Policy 14-040 Medication Procurement, Preparation, Distribution and Storage

**Information Maintained:** FastPak user actions (has capability to store patient information, but not currently utilized)

**Is the information disclosed on a regular basis:** No

**Individuals in Banks:** FastPak users

**Retention and Disposition:** maintained in FastPak database

### ***Security and Life Safety***

**Name of PIB:** IXO Reports

**Legal Authority:** Bill 159 Security Guards

**Information Maintained:** Name, employee number, gender, contact information, date of birth, offences, criminal outcome/record

**Uses:** Incident tracking

**Is the Information Disclosed on a Regular Basis:** Yes, to police and insurance companies

**Individuals in Bank:** Physicians, employees, patients

**Retention and Disposal:** Kept indefinitely

**Name of PIB:** GuardCard

**Legal Authority:** Internal policy

**Information Maintained:** Name, employee number, photo

**Uses:** Photo identification

**Is the Information Disclosed on a Regular Basis:** No

**Individuals in Bank:** Physicians, employees, patients, research subjects, suppliers

**Retention and Disposal:** Termination of employee then destroyed

**Name of PIB:** KGH Parking Permits (KGH site)

**Legal Authority:**

**Information Maintained:** Name, Contact information, employee number, financial information, plate #, make/model

**Uses:** Providing parking for staff and preventing illegal parking

**Is the Information Disclosed on a Regular Basis:** No

**Individuals in Bank:** Employees, volunteers

**Retention and Disposal:** To be determined

**Name of PIB:** Video Management System

**Legal Authority:** Internal policy, Occupier's Liability Act

**Information Maintained:** Images of persons; audio (body worn camers)

**Uses:** Crime prevention, investigations, monitoring high risk for violence and other criminal activity areas, litigation/risk avoidance

**Individuals in Bank:** staff, physicians, volunteers, visitors, patients, anyone coming into the buildings of KHSC in public areas

**Retention and Disposal:** Every 30 days continuous – images are over-written with new images

## **Patient Safety, Quality, & Risk**

## ***Patient Relations***

**Name of PIB:** RLSolutions Feedback Monitor Pro

**Legal Authority:** Limitations Act

**Information Maintained:** Name, gender, financial details, contact information (phone numbers, email address), date of birth, health info, employment details,

**Uses:** Intake, monitoring and resolution of patient feedback

**Is the Information Disclosed on a Regular Basis:** When required by lawyers.

**Individuals in Bank:** Patients,

**Retention and Disposal:** Indefinite

## ***Risk Management***

**Name of PIB:** HIROC Auto Insurance

**Legal Authority:**

**Information Maintained:** Name, contact info, date of birth, employment details, driver's license #, driver's auto insurance name and #

**Uses:** Ensure KGH drivers have insurance coverage and no convictions

**Is the Information Disclosed on a Regular Basis:** Annually

**Individuals in Bank:** Employees

**Retention and Disposal:** Kept indefinitely (under revision)

**Name of PIB:** Liability Claims

**Legal Authority:** Public Hospitals Act R.S.O. 1990, c. P.40

**Information Maintained:** Name, contact information of affected individual and details of the claim.

**Uses:** Respond to liability claims

**Is the Information Disclosed on a Regular Basis:** no (requires legal counsel input)

**Individuals in Bank:** Individuals who have made a claim.

**Retention and Disposal:** Three years after claim closure (under revision)

**Name of PIB:** RLSolutions Risk Module

**Legal Authority:** Occupational Health & Safety Act, Workplace Safety & Insurance Act, Collective Agreements

**Information Maintained:** employee/patient name, employment details (e.g. job, dept, FT/PT), summary of the incident/injury, physician name (if applicable)

**Uses:** Tracking patient and employee incidents

**Is the Information Disclosed on a Regular Basis:** Yes, for those incidents that meet certain criteria (e.g. resulted in a WSIB claim, or was a critical injury or fatality, the JHSC receives specific information from the incident as specified by the Occupational Health & Safety Act. For incidents of violence, and where employee consent is provided, CUPE and union receive a summary of the incident involving their respective member. Other individuals who regularly receive the report would include:

- the manager of the area where the incident occurred (location)
- the manager of the employee
- staff in occupational health (e.g. occupational health nurse, safety advisor, safety associate)

**Individuals in Bank:** Patients, employees

**Retention and Disposal:** Indefinite

## Human Resources

### *Spiritual Care*

**Name of PIB:** Emerald (KGH site)

**Legal Authority:** KHSC Privacy Policy

**Information Maintained:** Name, location in hospital, religion, health condition, patient # soon to be included

**Uses:** Keeping track of time spent with patients, who is spending time with patient

**Is the Information Disclosed on a Regular Basis:** No

**Individual in Bank:** Patients

**Retention and Disposal:** 10 years

**Name of PIB:** Client Files (HDH site)

**Legal Authority:** KHSC Privacy Policy

**Information Maintained:** Name, CR #

**Uses:** Spiritual Care

**Is the Information disclosed on a regular basis:** No

**Individuals in Bank:** Patients

**Retention and Disposal:** 10 years

### *Occupational Health and Safety*

**Name of PIB:** Park Lane (KGH site)

**Legal Authority:** KHSC Manual Policy 12-340

**Information Maintained:** Name, employee number, gender, contact details, date of birth, personal health information, employment info, S.I.N., Health Insurance number, copies of workplace injury/illness incidents, STD/LTD claims/forms

**Uses:** Managing employee health, STD/LTD claims, fitness to work, medical surveillance, to fulfil reporting obligations

**Is the Information Disclosed on a Regular Basis:** When required by WSIB, arbitration, etc.

**Individuals in Bank:** Physicians, employees

**Retention and Disposal:** Termination + 20 years then destroyed

### *Human Resources*

**Name of PIB:** SAP – HR Module (KGH site)

**Legal Authority:** Employment Standards Act, KGH 12-340

**Information Maintained:** Name, employee number, gender, contact details, date of birth, financial details, education/training info, employment details, criminal record check

**Uses:** Tracking employee history

**Is the Information Disclosed on a Regular Basis:** No

**Individuals in Bank:** Employees, physicians, KGH affiliates

**Retention and Disposal:** Termination + 5 years then destroyed

**Affiliated administrative systems:** Kronos, employee files

**Name of PIB:** Quadrant Workforce (QHR) (HDH site)

**Legal Authority:** Income Tax Act



**Information Maintained:** Name, employee number, gender, financial details, date of birth/age, employment details

**Uses:** paying employees

**Is the Information Disclosed on a Regular Basis:** no

**Individuals in Bank:** Employees

**Retention and Disposal:** Current year + 6 years then destroyed

**Name of PIB:** Infor Healthcare Revenue Cycle Management (HDH site)

**Legal Authority:** Income Tax Act

**Information Maintained:** Name, gender, financial details, goods or services provided, contact information, date of birth/age

**Is the Information Disclosed on a Regular Basis:** No

**Individuals in Bank:** Physicians, patients

**Retention and Disposal:** Current year + 6 years then destroyed

**Name of PIB:** SAP - Success Factors (Career Hub) (KGH site)

**Legal Authority:** Employment Standards Act

**Information Maintained:** Name, employee identification number, contact information, employment history, education or training information.

**Uses:** Internal recruitment

**Is the Information Disclosed on a Regular Basis:** only for internal employees applying to active job postings.

**Individuals in Bank:** Employees

**Retention and Disposal:** 7 years then destroyed

**Name of Information Bank:** Employee files (both sites)

**Legal Authority:** internal policy

**Information maintained:** employee name, employee ID, SIN, contact information, employment history, education, and training

**Uses:** Tracking employee history

**Is the information disclosed on a regular basis:** No

**Individuals in Bank:** KHSC employees

**Retention and disposal:** 7 years then destroyed

**Name of Information Bank:** Kronos (KGH site)

**Legal Authority:** internal policy

**Personal information in Kronos:** employee name, employee ID

**Uses:** staff timekeeping to manage payroll and comply with collective agreements

**Is the information disclosed on a regular basis:** No

**Individuals in Bank:** KGH employees

**Retention and disposal:** 7 years

**Name of Information Bank:** Learning Management System (LMS)(KGH site) + eLearning Central (HDH site)

**Legal Authority:** n/a

**Information maintained:** employee name, employee ID, employee learning

**Uses:** Provides required and recommended learning for employees, stores employee learning records and provides reporting as applicable

**Is the information disclosed on a regular basis:** Yes. Reports are provided across the organization on a regular basis. Employees and their managers can access the individual's learning

**Individuals in Bank:** KHSC employees

**Retention and disposal:** Indefinite

### ***Volunteer Services***

**Name of PIB:** Volunteer Database

**Legal Authority:** Internal policy

**Information Maintained:** Name, contact details, gender, date of birth (optional), emergency contact, email address, languages spoken, if volunteer is an adult/student, photo, skills, training completed.

**Uses:** For tracking volunteer activity and learning, to contact volunteers

**Is the Information Disclosed on a Regular Basis:** No

**Individual in Bank:** Volunteers

**Retention and Disposal:** Inactive for 2 yrs + archived for 1 yr then destroyed

## **Research**

### ***Clinical Research***

**Name of PIB:** Clinical researchers' data files (source documents and data collection forms) related to research

**Legal Authority:** Dependent on nature of research (ie clinical trials (drug investigational and natural health products) and non-drug (device, procedure, intervention, etc.); authorities include Health Canada, FDA, local/central research ethics boards, university/hospital requirements, funding agency requirements, Canada Revenue Agency, etc.

**Information Maintained:** Name, contact information, date of birth, gender, CR #, health card #, medical history, list of medications, testing results, log, surveys, and questionnaire results, reporting of adverse events (collectively "patient personal health information")

**Uses:** Controlling and tracking patient information by KHSC clinical researchers for research projects, publications and presentations, and audits by legal regulatory authorities

**Is the Information Disclosed on a Regular Basis:** No; may be reviewed by regulatory authorities, research ethic boards, sponsors/monitors who oversee approvals for research projects. Information restricted to qualified research personnel only who need to see the information.

**Individuals in Bank:** Research subjects/participants/patients

**Retention and Disposal:** Retention and disposal is the responsibility of clinical researchers; retention period dependent on nature of research (clinical trials, drug and non-drug, etc.) prior to destruction. Researchers must adhere to strict guidelines around paper and electronic collection, retention and destruction.

### ***Vice President, Health Sciences Research***

**Name of PIB:** Researcher Files

**Legal Authority:** Dependent on nature of research (ie clinical trials (drug investigational and natural health products) and non-drug (device, procedure, intervention, etc.); authorities include Health Canada, FDA, local/central research ethics boards, university/hospital requirements, funding agency requirements, Canada Revenue Agency, etc.

**Information Maintained:** Name, gender, financial details related to research or employment, contact details, education, employment documents including performance agreements, research agreements/contract related to research projects and/or research employees.

**Uses:** Internal and external reporting requirements and retention requirements based on regulatory authorities.

**Is the Information Disclosed on a Regular Basis:** No; may be reviewed by regulatory authorities, research ethics boards, sponsors/monitors who oversee approvals for research projects. Information restricted to qualified research personnel only who need to see the information.

**Individuals in Bank:** Researchers (clinician, nursing, basic, engineering and allied health scientists) and research personnel.

**Retention and Disposal:** Responsibility of research central office. Retention period dependent on nature of document. Destruction of documents dependent on mandatory time frame for retention required by legal regulatory authorities.