



Dr. Stacey Schell

— PSYCHOLOGICAL SERVICES —

195 Highland Street
Haliburton, Ontario, K0M 1S0
Website: drstaceyschell.com
Phone: (866) 572-5624

Dr. Stacey Schell Psychological Services - Privacy Policy

Dr. Stacey Schell Psychological Services considers the privacy of personal information to be a key principle of the practice and makes privacy a priority. Personal information is collected, used, and disclosed responsibly and appropriately, and only as necessary for the services the practice provides.

This privacy policy provides details about how personal information is handled, and relevant policies related to privacy of that information.

About Us

Dr. Stacey Schell Psychological Services is a single-practitioner private practice, consisting of one psychologist (Dr. Stacey Schell). Dr. Schell provides psychological services to those who seek services through the practice. Dr. Schell uses the services of consultants, agencies or other organizations or companies that might, in the course of their duties, have limited access to personal information that the practice has collected. These could include bookkeepers and accountants, insurance companies, credit card companies, payment processing companies, lawyers, IT services, and maintenance staff, along with Jane, a secure electronic system that is used for many practice functions (such as scheduling, documenting/charting, invoicing, payments, communicating with clients, providing remote services and other similar and related functions). These parties' access to personal information is restricted as much as is reasonably possible, and the practice requires their assurance that they follow appropriate privacy guidelines.

What is Personal Information?

Dr. Stacey Schell Psychological Services collects both personal information and personal health information.

Personal Information is defined by the Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada and includes any information about an identifiable individual. This information includes (but is not limited to) the individual's name, date of birth, gender, address, phone number, email address, contact information, and any additional information about the individual that is disclosed to the practice. Personal information is differentiated from business information (e.g., the name or contact information for a business); business information is not protected under privacy legislation.

Personal Health Information is defined by the Personal Health Information Protection Act (PHIPA) of Ontario and includes (but is not limited to) any information that relates to an individual's physical or mental health, medical records, prescriptions, health number, and health history.

For the purposes of this Privacy Policy, the term *Personal Information* refers to both personal information and personal health information.

Any information that is collected by the practice that has had all personal identifiers removed, such that the information could not reasonably be used to identify the individual, is not considered personal information or personal health information.

Types of Personal Information Collected

Dr. Stacey Schell Psychological Services collects the following types of personal information about clients for the purposes of delivering psychological services, as well as for communication, billing and administration purposes:

- Name
- Contact information
- Emergency contact information
- Date of birth
- Description of client's concerns/symptoms
- Health history (including family history, physical condition and function, social functioning, etc.) in order to assist in the assessment of mental health needs and service planning
- Insurance coverage
- Payment information
- Services received (e.g., number and type of sessions, dates of sessions)
- Communications between the client and the practice/Dr. Schell
- Clinical notes for all services a client receives, records of assessment information and data related to any other services a client receives
- Data from self-report measures and other psychological testing
- Other related or similar information

Why Personal Information is Collected

Primary Purposes:

Clients:

Dr. Stacey Schell Psychological Services collects, uses, and discloses personal information only to provide psychological services to clients. Personal information is used:

- To communicate with clients (e.g., setting up appointments, sending appointment reminders, as-needed communication between sessions, etc.).
- To plan and deliver services to clients (e.g., assessment, therapy). As an example, information is collected about a client's health history (e.g., family history, current difficulties or symptoms, social supports, etc.) in order to help assess what their health needs are, to advise them of their options and to provide the health care they choose.

- To provide ongoing services and support.
- For other similar or related purposes.

Additional primary purposes for the collection of personal information include:

- Monitoring of treatment progress and changes in functioning over time. This is most often done by collecting information about psychological functioning at the beginning of treatment (or later) and then at various points throughout treatment.
- For the purpose of comprehensive/diagnostic assessments, wherein the goal is to provide a professional opinion about psychological functioning and/or diagnosis, along with recommendations.
- With the client's consent, consulting or sharing records/information with another treatment provider involved in a client's care (e.g., family doctor, psychiatrist) or with a specified agency or individual (e.g., insurance board, school board, lawyer, rehabilitation companies).
- To respond in case of an emergency.
- For other similar or related purposes.

It is rare for personal information to be collected without consent from that individual, although this might occur in the case of an emergency (e.g., the individual is unconscious) or if there is reason to believe the individual would consent if asked and it is not practical to obtain consent (e.g., a known family member relays a message from a client). Although the practice cannot control what personal information is sent to us from our clients or from third parties (e.g., client family members, lawyers, other health care providers, insurance companies), Dr. Stacey Schell Psychological Services takes reasonable steps to maintain the security and confidentiality of this information and will make best efforts to respond in a manner that protects the privacy of the client.

Members of the General Public:

Collection of personal information about members of the general public (e.g., names, contact numbers, email contact information) is done for the purposes of providing those individuals information about events (e.g., workshops, seminars), new or specific psychological services being offered at the practice (e.g., group therapy being offered at certain times), and to share resources that may be of interest (e.g., newsletters or workbooks created by the practice/Dr. Schell). As well, when members of the general public contact the practice to inquire about services, we collect personal information (e.g., name, contact information, date of birth, presenting concerns) to provide the individual with information about the services the practice provides, help determine whether appropriate services can be provided by the practice, and/or to provide them with appropriate referral options.

Related and Secondary Purposes:

Like most organizations, Dr. Stacey Schell Psychological Services also collects, uses and discloses personal information for purposes related to, or secondary to, the primary purposes described above. The most common examples of related and secondary purposes include (but are not limited to):

- To invoice clients for services that were not paid for at the time of service, to process credit card or other payments, provide receipts following payment, or to collect unpaid or overdue accounts.
- When the fee for a service that is provided to a client is to be paid for by a third party (e.g., WSIB, insurance company). These third-party payers often have client consent or legislative authority to direct the practice to collect and disclose to them certain information in order to demonstrate client entitlement to funding.
- Dr. Schell's practice is regulated by the College of Psychologist of Ontario, who may inspect records and interview Dr. Schell as a part of their regulatory activities in the public interest. The College of Psychologists of Ontario has its own strict privacy obligations and policies.
- Any serious misconduct, incompetence, or incapacity of other practitioners belonging to other organizations will be reported. Sometimes these reports include personal information about the practice's clients, or other individuals, to support reporting of the concern. External regulators have their own strict privacy obligations.
- Like with any organization, various government agencies (e.g., Canada Customs and Revenue Agency, Information and Privacy Commissioner, Human Rights Commission, etc.) have the authority to review client files and interview staff as a part of their mandates. In these circumstances, the practice may consult with professionals (e.g., lawyers, accountants) who will investigate the matter and report back.
- To inform clients and other individuals of any opportunities or special events that may be offered at the practice (e.g., workshops, seminars, new services).
- From time-to-time insurance companies conduct audits to ensure that services have occurred. These insurance companies often have client consent for the practice to disclose this information to them, and in these instances we may provide the insurance company with the information they require to process your claim. This information may include general details such as your name and date of birth, the date the service was provided, the duration of the appointment, the amount of the session, and confirmation that payment was received.
- For similar and related purposes not outlined above.

Storage and Protection of Personal Information

Dr. Stacey Schell Psychological Services takes reasonable steps consistent with PHIPA and PIPEDA in order to protect the security and confidentiality of personal information that is collected, sent, stored, and received. This includes the following:

- Client records are maintained primarily using a secure electronic documenting system called Jane, which complies with guidelines by PIPEDA and PHIPA. More information about Jane, including their privacy and security measures are available at <http://jane.app/guide>
- Paper documents with personal information are stored in a locked filing cabinet, inside of a locked room when not under supervision.
- Any video-conferencing platform (typically the Jane platform) used at the practice for delivery of virtual/remote services are designed to maintain client confidentiality and meet Canadian privacy law and security standards (e.g., end-to-end encryption for data transmission).

- Any computers, tablets, or mobile devices used in the delivery of services are protected by a password and when not in use are stored in a locked area. Computers are encrypted, equipped with appropriate firewalls, malware scanners, and antivirus programs.
- Any documents sent by standard mail are sent in sealed, addressed envelopes and are sent via reputable delivery companies.
- Any files transported or stored outside of the practice's offices are stored in a locked area when not under supervision.

Despite the fact that reasonable efforts are made to protect personal information, please be aware that there is always some amount of risk that an unauthorized third party could find a way to breach security and privacy systems and access this information.

Retaining Personal Information

Personal information is retained only for the purposes it was for which it was collected and for as long as is necessary, and/or based on the ethics, laws, and standards that apply to psychologists that are members of the College of Psychologists of Ontario.

Dr. Stacey Schell Psychological Services is required to retain an individual's personal information for at least 10 years after the date of the final contact with them (if they are 18 years of age or older). For individuals under the age of 18 years, their personal information must be retained for at least 10 years after the date of their 18th birthday. During the retention period, personal information is stored according to the policy for storage of information described previously in this document. Personal information must be retained for at least this period of time to ensure that any questions about previous services can be responded to accurately, in the case that clients return for additional services in the future, to respond to any future requests to release the file to the client or to a third party at the request of the client and with their consent, or for other similar or related purposes.

Dr. Stacey Schell maintains responsibility for client files and personal information. If Dr. Schell were to become incapacitated or die, all client files and personal information would be transferred to another registered psychologist, who would retain the files/information for the previously detailed period of time. That psychologist could then release a client's file at their request.

Destruction of Personal Information:

Personal information may be destroyed when it is no longer required to be maintained. Electronic information is destroyed by deleting it. If hardware is replaced or discarded, the hard drive is physically destroyed. Any paper documents are destroyed by shredding them. Any personal information that is not part of the permanent clinical file is destroyed or shredded once it is no longer needed.

Personal information used for correspondence with general members of the public (not clients) collected for the purposes previously described is retained for about six months after it is no longer needed (e.g., the newsletter is no longer being published, the workshop is over) and is then destroyed.

Accessing Your Personal Information:

Anyone has the right to access their personal information at the practice, with only a few exceptions. In most cases, a request from an individual to either see their personal information or to be informed about what personal information the practice has on file for them is adequate in order to gain access. As part of accessing their personal information, Dr. Schell can provide support to clients in helping them to understand any information in their file that they would like to better understand. In some circumstances, an individual's identity needs to be confirmed before providing access to their file, and there are times when the practice will require that an individual's request for access be made in writing. The practice has the right to charge a nominal fee for requests for access depending on the nature of the request and what is involved in providing access. If for some reason an individual cannot be provided access to personal information, they will be informed of this in writing and provided with the reason that access cannot be provided. All requests for access to personal information will be responded to within 30 days from the date that the request is received.

If an individual believes that there is a mistake in the personal information in their file, they have the right to request that the information be corrected. It is important to note that this applies only to factual information, and not information related to professional opinions. The individual might be required to provide documentation that supports that there is a mistake in the records. In the case that the practice agrees that a mistake has been made, a correction will be made to the personal information in the file, and any other person/organization with whom the information was previously shared will be notified of the correction. If the practice does not agree that a mistake has been made or agree with a request to change personal information in an individual's file, the individual can provide a brief written statement explaining the change that they requested. This statement will then be included in their file, and can also be shared with anyone else who had received the information previously.

Limits to the Privacy of Personal Information

Dr. Stacey Schell Psychological Services is committed to protecting clients' privacy and personal health information in accordance with Ontario's Personal Health Information Protection Act, 2004 (PHIPA). Subject to the exceptions listed below, clients' personal health information will remain confidential, and will be disclosed to others only if the client provides their consent (or in the case of individuals who cannot provide their own consent, their parent/guardian or other substitute decision maker provides consent; for example, in the case of young children who cannot provide their own consent).

There are certain circumstances under which Dr. Schell may be ethically and/or legally required to break confidentiality and disclose personal information without consent. These circumstances are related to ensuring client safety and/or the safety of others. These include:

- When there is reason to believe that there is significant risk of serious bodily harm and/or death to someone (self or other).
- When there is reason to believe that a client has been sexually abused by a regulated health professional.
- When there is reason to believe that a child (<16 years of age) is at risk of experiencing, or is experiencing, abuse and/or neglect.
- When there is reason to believe that an individual living in a long-term care facility or retirement home is at risk of experiencing, or is experiencing, abuse and/or neglect.

- When a court of law subpoenas the records.
- Police may require disclosure of personal health information to assist in the identification or location of a missing person by obtaining an Order or a Search Warrant from a judge or justice of the peace. They may also require personal health information be disclosed by making an Urgent Demand in writing.
- When the College of Psychologists of Ontario (CPO) completes an inspection of client records as part of their regulatory activities, which are conducted in service of the public interest.

Please note that if Dr. Schell is obligated to break confidentiality for one of the reasons described above, only the information that is required and permitted to be shared will be disclosed.

Remote Services

Dr. Stacey Schell Psychological Services offers remote (virtual/video) services. These are considered psychological services and are intended to provide the same services as those offered in-person. Virtual services are provided via the Jane videoconference platform, which is integrated with Jane's secure electronic charting system (described previously). Jane's videoconferencing platform meets standards for Canadian privacy laws and is privacy compliant. Specific issues related to technical requirements, technical issues that might arise, and other policies and procedures related to virtual services, along with risks/benefits related to virtual services will be discussed with clients as part of the informed consent process prior to beginning virtual services.

Electronic Information/Communication

Dr. Stacey Schell Psychological Services communicates with clients, their families, and other service providers using various means of electronic communication. This includes phone, text, fax, and email.

There are some risks to privacy when communication with clients, families, or other service providers occurs outside of sessions and via electronic means of communication. Email, phone, text, and fax are convenient and efficient methods of communication, but include risks to privacy that it is important to be aware of. The privacy and security of personal information communicated using these methods cannot be guaranteed. Dr. Stacey Schell Psychological Services uses reasonable means to protect the security and confidentiality of personal information sent and received using electronic means; however, because of the risks to privacy and security associated with these methods of communication, the security and confidentiality of this information cannot be guaranteed.

The practice also communicates with clients using direct messaging, emailing and file/document sharing through the Jane platform. Jane meets standards for Canadian privacy laws and is privacy compliant. Jane is also used to send automated appointment notices and/or reminders to clients, and does use third party services for these particular electronic communications between the practice and clients, and provides details related to security and privacy on their website (jane.app).

A record of any clinical or substantive contact related to client services is required to be included in client files, and these form part of the personal information in an individual's file. Emails, texts,

faxes, records of phone calls, and any communication between clients and practice through Jane will be included in the file (these may be included in full).

Communication by any of these means of electronic communication is voluntary. If you do not wish to communicate using any of these means of communication, or have a preference for certain forms of communication over others due to privacy concerns, please inform the practice.

Website

The website for Dr. Stacey Schell Psychological Services (www.drstaceyschell.com) is owned and operated by Dr. Stacey Schell. The website only collects the personal information that you provide via the website and the practice will only use that information for the purpose for which you provided it (e.g., to respond to your inquiry by email, to register your email address to receive newsletters and/or updates). The website also collects “cookies” (i.e., small text files that include information about how you interact with the website). Cookies are only used to ease user navigation of the website, and are not used to monitor individuals.

Additional Details

Dr. Stacey Schell Psychological Services will conduct reviews from time to time to ensure that privacy practices continue to comply with the Privacy Policy described above.

Please note that the Personal Health Information Protection Act (PHIPA) and the Personal Information Protection and Electronic Documents Act (PIPEDA) may include additional exceptions to what has been described above that are too detailed to cover in this document, given the complexity of the Acts. As such, there may be rare exceptions to the commitments detailed in this privacy policy.

Questions and Complaints

If you have a question about the privacy policy or the practice’s handling of Personal Information you may contact Dr. Stacey Schell (Privacy Officer for the practice):

Dr. Stacey Schell
195 Highland Street
Haliburton ON
K0M 1S0
Tel: (866) 572-5624
Web: drstaceyschell.com

Dr. Schell will do her best to answer any questions and/or address concerns related to privacy. To make a formal complaint related to privacy practices, please submit it in writing. Receipt of the complaint will be acknowledged, and the complaint will be investigated, and the individual will receive a formal written decision regarding the complaint. Dr. Schell can also assist individuals prepare a request concerning Personal Information; please inform Dr. Schell if you require such assistance (administrative fees may apply).

In the case that concerns related to privacy that cannot be satisfied or resolved by Dr. Schell, individuals have the right to file a complaint with Dr. Schell's regulatory body, the College of Psychologists of Ontario:

The College of Psychologists of Ontario
110 Eglinton Avenue West, Suite 500
Toronto, Ontario
M4R 1A3
Tel: (416) 961-8817 or (800) 489-8388
Fax: (416) 961-263
Web: www.cpo.on.ca

General inquiries about Personal Information can be directed to the Office of the Privacy Commissioner of Canada, who oversees administration of personal information privacy legislation.

Office of the Privacy Commissioner of Canada
30 Victoria Street
Gatineau, Quebec
K1A 1H3
Phone: (819) 994-5444 or 1-800-282-1376
<https://www.priv.gc.ca/en>

General inquiries about Personal Health Information can be directed to the Information and Privacy Commissioner of Ontario, who oversees the administration of personal health information legislation in the province. This privacy policy adheres to the Personal Health Information Protection Act (PHIPA), which designates the Information and Privacy Commissioner of Ontario to provide oversight to ensure healthcare organizations are compliant with privacy legislation. You also have the right to contact their office for assistance in resolving privacy matters related to the practice.

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario
M4W 1A8
Phone: (416) 326-3333 or 1-800-387-0073
<https://www.ipc.on.ca>