

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

Personal Information Bank:	PRIVACY & ACCESS CASE FILES
Location:	Privacy & Access Office
Legal Authority:	Personal Health Information and Privacy Protection Act,
Uses:	Information is used to administer the duties of the Privacy & Access Office.
Information Included:	Breach Investigations, Lock Box Investigations, GAP Assessments – name, MRN, staff names
Individuals in Bank:	Staff, Individuals, Clinical Staff, Physicians
Security:	Double-locked, Password protected
Retention:	10 years
Disposition:	Confidential Shredding, Deleted such that it cannot be recreated
Personal Information Bank:	PRIVACY AUDITS
Location:	Privacy and Access Office
Legal Authority:	Personal Health Information Protection of Privacy Act
Uses:	To ensure that appropriate access is maintain; investigate and resolve privacy complaints.
Information Included:	Name, MRN, employee number
Individuals in Bank:	Patients, Employees
Security:	Triple locked
Retention:	10 years
Disposition:	Confidential Shredding
Personal Information Bank:	REQUESTS UNDER THE PERSONAL HEALTH INFORMATION AND PROTECTION OF PRIVACY ACT (PHIPA)
Location:	Privacy and Access Office
Legal Authority:	Personal Health Information Protection Privacy Act, 2004, S.O. 2004, c. 3, Sched. A.
Uses:	The information regarding privacy complaints, corrections to PHI.
Information Included:	Name, address, telephone numbers, e-mail address, MRN, requests, consent to disclose
Individuals in Bank:	Patients
Security:	Triple locked
Retention:	33 years
Disposition:	Confidential Shredding
Personal Information Bank:	REQUESTS UNDER THE FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FIPPA)
Location:	Privacy and Access Office
Legal Authority:	Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter F.31

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Personal Information Banks

Uses:	The information regarding access requests, or corrections to PI.
Information Included:	Name, address, telephone numbers, e-mail address, requests and other types of PI.
Individuals in Bank:	Patients
Security:	Triple locked
Retention:	33 years
Disposition:	Confidential Shredding
Personal Information Bank:	RESEARCH ETHICS BOARD RECORDS
Location:	Research, Privacy and Access Office
Legal Authority:	Public Hospitals Act
Uses:	To review qualifications and conflicts of interest with respect to human subject research studies; to set up and manage the membership of the committee.
Information Included:	Name and personal information contained on submitted résumés including personal contact information, employment and educational history and financial information
Individuals in Bank:	Research Ethics Board (REB) Members, Scientists, Collaborators, Subjects, Staff, Complainants
Security:	Double or Triple locked
Retention:	2 years, or until conclusion of any ongoing investigation, inspection, complaint, court proceeding or administrative proceeding
Disposition:	Confidential shredding

Function: Building & Property Management

Personal Information Bank:	BARRED INDIVIDUALS RECORDS
Location:	Parking and Security Services
Legal Authority:	Private Security & Investigative Services Act, Reg. 434/07
Uses:	To provide information about individuals who are not permitted on hospital grounds or within the buildings.
Information Included:	Name, address, telephone number, photograph, restrictions, date of birth
Individuals in Bank:	Individuals
Security:	Double-locked
Retention:	2 years, or until conclusion of any ongoing investigation, inspection, complaint, court proceeding or administrative proceeding
Disposition:	Confidential shredding
Personal Information Bank:	CHANGE ORDERS
Location:	Facilities, Maintenance, Biomedical
Legal Authority:	GRH Corporate Policy
Uses:	To alert others to changes in contracts, construction matters

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Personal Information Banks

	and renovations being completed within the organization
Information Included:	Name, address, telephone number and financial information
Individuals in Bank:	Architects, Inspectors, Contractors, Engineers
Security:	Double locked, password protected
Retention:	1 year, providing 2 most recent reports are on file
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	ENGINEERING DRAWINGS & BLUEPRINTS
Location:	Facilities, Maintenance
Legal Authority:	Limitations Act
Uses:	To aide in repairs, renovations and future expansion planning of the hospital.
Information Included:	Architects Name, architects address, architects telephone number, architects fax number, architects association number, architects signature, building trade information, building code inspectors name, building code inspectors phone number, building code inspectors signature, building code inspectors fax number, engineers name, engineers signature, variances granted, GRH number, GRH building name, GRH building location
Individuals in Bank:	Architects, Inspectors, Contractors, Engineers
Security:	Double locked, password protected
Retention:	15 after life of the subject matter
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	SECURITY INVESTIGATION NOTEBOOKS
Location:	Parking and Security Services
Legal Authority:	Private Security & Investigative Services Act, Reg. 434/07
Uses:	To aide in the investigation of incidents within the hospital.
Information Included:	MRN, name, date of birth, telephone, location, incident,
Individuals in Bank:	Staff, Patients, Individuals, Clinical Staff
Security:	Double or Triple locked
Retention:	2 years, or until conclusion of any ongoing investigation, inspection, complaint, court proceeding or administrative proceeding
Disposition:	Confidential shredding

Function: Communication

Personal Information Bank:	MEDIA TELEPHONE CALL DATABASE
Location:	Communications
Legal Authority:	FIPPA
Uses:	Information is used to track the type of request and length of

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	time it took to response to request.
Information Included:	Date, time, originating, name, telephone number, organization, e-mail, requested information
Individuals in Bank:	Individuals, Patients
Security:	Password protected
Retention:	1 year
Disposition:	Deleted such that it cannot be recreated
Personal Information Bank:	ONCOLOGY CALL CENTER RECORDS
Location:	Cancer Program
Legal Authority:	Regulated Health Professionals Act
Uses:	Name, date of birth, MRN, physician, caller type, telephone number, nature of call, pharmacy name, pharmacy telephone number
Information Included:	To communicate with physicians and patients
Individuals in Bank:	Patients
Security:	Double-locked
Retention:	5 years
Disposition:	Confidential shredding
Personal Information Bank:	PUBLICATIONS PHOTOGRAPHS
Location:	Communications, Cancer Program
Legal Authority:	None
Uses:	To communicate with the public for multiple purposes
Information Included:	Name, telephone number, release
Individuals in Bank:	Staff, Individuals, Patients
Security:	Password protected
Retention:	5 years
Disposition:	Deleted such that it cannot be recreated
Personal Information Bank:	TELEPHONE CALL LOGS
Location:	Various departments across the hospital
Legal Authority:	Freedom of Information and Protection of Privacy Act
Uses:	Information use to record the telephone call.
Information Included:	Date, time, originating, name, telephone number, organization, e-mail, requested information
Individuals in Bank:	Employees, Patients, Students, Physicians, Volunteers, Members of the Public, External Stakeholders
Security:	Double locked, Password protected
Retention:	1 year
Disposition:	Confidential, deleted such that it cannot be recreated

Function: Financial Management

Personal Information Bank:	ACADEMIC/HOSPITAL FUNDED TRUST ACCOUNTS
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Location:	Finance
Legal Authority:	Income Tax Act
Uses:	When applicable, to establish Academic/Hospital funded trust accounts.
Information Included:	Name, address, telephone number and financial information.
Individuals in Bank:	Physicians, Educators
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	ACCOMMODATION REQUEST FORM
Location:	Finance
Legal Authority:	Public Hospitals Act
Uses:	To obtain consent for preferred accommodation and subsequent reimbursement from patient of insurance companies. This is also used for audit and control purposes.
Information Included:	Name, contact information and financial information, including credit card information
Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	Current year plus 3 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	ACCOUNTS PAYABLE EMPLOYEE REIMBURSEMENT REQUISITIONS
Location:	Finance
Legal Authority:	Public Hospitals Act, Income Tax Act
Uses:	Information is used to process payments related to reimbursement of expenses to employees. This is also used for audit and control purposes.
Information Included:	Name, contact information including address and employee number
Individuals in Bank:	Staff or Physicians on payroll
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	ACCOUNTS PAYABLE INVOICES
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	Information is used to process payments. This is also used for audit and control purposes.
Information Included:	Name, contact information including address, social insurance

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	number, financial information, and personal health information
Individuals in Bank:	Vendors, Staff, Physicians, Patients, Research Participants
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	ACCOUNTS PAYABLE PAYMENT REQUISITIONS
Location:	Finance, Facilities
Legal Authority:	Public Hospitals Act, Income Tax Act
Uses:	Information is used to process payments. This is also used for audit and control purposes.
Information Included:	Name, contact information including address, social insurance number, financial information, and personal health information
Individuals in Bank:	Vendors, Staff, Physicians, Patients, Research Participants, Contractors
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	ACCOUNTS RECEIVABLE INVOICES
Location:	Finance
Legal Authority:	Public Hospitals Act, Income Tax Act
Uses:	To generate reports for outstanding accounts for billing and collection. This is also used for audit and control purposes.
Information Included:	Name, address, telephone number and financial information
Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	ALTERNATIVE LEVEL OF CARE CO-PAYMENT FORM
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	To obtain ALC co-payment from patient. This is also used for audit and control purposes.
Information Included:	Name, contact information and financial information, including credit card information
Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated

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Personal Information Bank:	ASSISTIVE DEVICE REQUISITION
Location:	Finance
Legal Authority:	Public Hospitals Act
Uses:	To generate invoices for outstanding accounts related to billing, and collection. This is also used for audit and control purposes.
Information Included:	Name, contact information and financial information, including credit card information
Individuals in Bank:	Patients, Employees, Insurance
Security:	Double locked, password protected
Retention:	Current year plus 3 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	BILLING BATCHES
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	To generate reports for outstanding accounts for billing and collection. This is also used for audit and control purposes.
Information Included:	Name, contact information and financial information, including credit card information
Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	CASH RECEIPTS
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	To generate supporting documentation and proof related to receipt of cash. This is also used for audit and control purposes.
Information Included:	Name, contact information, financial information, credit card information
Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	CREDIT CARD REFUND REQUISITIONS
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	To generate supporting documentation and proof related to refund of credit card payment. This is also used for audit and control purposes.

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Information Included:	Name, contact information, financial information, including credit card information
Individuals in Bank:	Patients
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	EXPENSE CLAIMS
Location:	Finance
Legal Authority:	Public Hospitals Act, Income Tax Act
Uses:	Information is used to process payments related to reimbursement of expenses. This is also used for audit and control purposes.
Information Included:	Name, department, location, credit card information
Individuals in Bank:	Employees
Security:	Double locked
Retention:	Current year plus 6 years
Disposition:	Confidential shredding
Personal Information Bank:	INSTALLMENT PLAN AGREEMENTS
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	To maintain records for patients who have opted to pay their outstanding balances by installments payments.
Information Included:	Name, contact information and financial information, including credit card information
Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	OCCUPATIONAL/PHYSICAL THERAPY REQUISITION
Location:	Finance
Legal Authority:	Public Hospitals Act
Uses:	Used to generate invoices for outstanding accounts for billing and collection. This is also used for audit and control purposes.
Information Included:	Name, contact information and financial information, including credit card information
Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	Current year plus 3 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated

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Personal Information Bank:	OHIP RECORDS
Location:	Finance
Legal Authority:	Limitations Act
Uses:	Used to generate invoices for outstanding accounts for billing and collection. This is also used for audit and control purposes.
Information Included:	Name, contact information and financial information, including credit card information
Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	33 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PATIENT ACCOUNT/ENCOUNTER
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	Used to generate invoices for outstanding accounts for billing and collection. This is also used for audit and control purposes.
Information Included:	Name, MRN, contact information and financial information
Individuals in Bank:	Patients
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PATIENT COMFORT TRUST FUNDS
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	To generate supporting documentation related to reimburse or provide financial support to those in financial need. This is also used for audit and control purposes.
Information Included:	Name, address, telephone number and financial information.
Individuals in Bank:	Patients
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PAYROLL RECORDS
Location:	Finance
Legal Authority:	Employment Standards Act, Employment Insurance Act, Income Tax Act, Canada Pension Plan, Limitations Act
Uses:	To generate supporting documentation related to the processing and administration of payroll which may include benefits, pension and other special considerations or

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	deductions.
Information Included:	Name, address, compensation, hours of work, garnishments, Canada Savings Bonds, notice of entitlement, Family Responsibility Office payments, deductions
Individuals in Bank:	Employees
Security:	Double or triple locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PETTY CASH VOUCHER
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	Used to generate supporting documentation related to reimbursement and uses related to petty cash requirements. This is also used for audit and control purposes.
Information Included:	Name, contact information and financial information, including credit card information
Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PHYSICIAN BILLING ACCOUNTS
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	Used to generate invoices for outstanding accounts for billing and collection. This is also used for audit and control purposes.
Information Included:	Name, contact information and financial information, including credit card information
Individuals in Bank:	Physicians
Security:	Double locked, Password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	REMITTANCE ADVICE
Location:	Finance
Legal Authority:	Income Tax Act
Uses:	Used to generate supporting documentation related to reimbursement and payment. This is also used for audit and control purposes.
Information Included:	Name, contact information and financial information, including credit card information

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Individuals in Bank:	Patients, Employees
Security:	Double locked, password protected
Retention:	Current year plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated

Function: Governance

Personal Information Bank:	BOARD OF DIRECTORS MEMBERSHIP
Location:	Office of the CEO
Legal Authority:	Corporations Act
Uses:	Name, contact information
Information Included:	To manage the committee operations
Individuals in Bank:	Members of the board
Security:	Double-locked or Triple-locked
Retention:	Permanent
Disposition:	Confidential shredding
Personal Information Bank:	CORPORATION RECORDS
Location:	Office of the CEO
Legal Authority:	Corporations Act
Uses:	Names, addresses, telephone number of Board members
Information Included:	To maintain a record of those of members of the GRH corporation.
Individuals in Bank:	Members of corporation
Security:	Double or Triple-locked, Password protected
Retention:	Permanent
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	CREDENTIALING INFORMATION
Location:	Chief of Staff Office, Clinical Nutrition, Laboratory Services, Human Resources
Legal Authority:	Ontario Laboratory Accreditation, College of Physicians and Surgeons, Ontario Nurses Association
Uses:	Name, license number, current status, expiry date, date of birth
Information Included:	To ensure all practitioners are credentialed according to their respective colleges
Individuals in Bank:	Nurses, Physicians, Allied Health Professionals, Residents, Interns
Security:	Double-locked or triple-locked, password protected
Retention:	Permanent
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	MEETING MINUTES

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Location:	Various departments across the hospital
Legal Authority:	Corporations Act, Limitations Act
Uses:	To document the details of the meeting.
Information Included:	Names and other personal information as the situation dictates
Individuals in Bank:	Member's of Committees, Staff, Clinical Staff, Physicians, Member's of the Community
Security:	Double-locked or triple-locked, password protected
Retention:	15 years to permanent retention, dependent on enduring interest
Disposition:	Confidential shredding, deleted such that it cannot be recreated

Function: Health Care

Personal Information Bank:	BETTER OUTCOMES REGISTRY & NETWORK (BORN)
Location:	Childbirth program
Legal Authority:	Ministry of Health and Long Term Care
Uses:	To assist with developing better methods of care for expectant mothers.
Information Included:	Demographic information, time of birth, complications, admission and discharge information
Individuals in Bank:	Patients
Security:	Password protected
Retention:	33 years
Disposition:	Deleted such that it cannot be recreated
Personal Information Bank:	CHRONIC REPORTABLE DISEASES
Location:	Various departments across the organization, Infection control
Legal Authority:	Public Hospitals Act
Uses:	Name, MRN, type of disease
Information Included:	Disease management and planning
Individuals in Bank:	Patients
Security:	Password protected
Retention:	33 years
Disposition:	Deleted such that it cannot be recreated
Personal Information Bank:	CLINICAL INSTRUCTORS LIST
Location:	Various departments across the hospital
Legal Authority:	Colleges
Uses:	Name, address, telephone, email, school affiliation, level of study, practicum coordinator
Information Included:	Access for student information and associated instructor
Individuals in Bank:	Students, Instructors
Security:	Double-locked, password protected

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Retention:	1 year
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	CLINICAL TRIALS & RESEARCH PAPERS
Location:	Research
Legal Authority:	Health Canada Food and Drug Regulations – Amendment (Schedule No. 1024), Clinical Trial Framework s. C.05.012
Uses:	To pursue health care research for the betterment of patients.
Information Included:	Name, address, telephone number, email, and financial information, trial information, author(s), results, company name, company contacts, drug names, funding information
Individuals in Bank:	Research Participants, Employees, Companies
Security:	Double or triple-locked, password protected
Retention:	25 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	CONTROLLED DRUGS & NARCOTICS LISTS
Location:	Pharmacy
Legal Authority:	Controlled Drugs & Substances Act
Uses:	To request drugs that are listed as restricted use
Information Included:	Pharmacist name, license number
Individuals in Bank:	Pharmacists
Security:	Locked office
Retention:	2 years
Disposition:	Confidential shredding
Personal Information Bank:	DRUG FUNDING/ELIGIBILITY FORM
Location:	Pharmacy
Legal Authority:	Controlled Drugs & Substances Act
Uses:	To determine eligibility of patient and to secure funding of specific drugs.
Information Included:	Name, OHIP number, MRN, postal code, physicians name, physicians signature, date of birth, gender, weight, height
Individuals in Bank:	Patients, Physicians
Security:	Triple-locked
Retention:	33 years
Disposition:	Confidential shredding
Personal Information Bank:	ETHICS AND SPIRITUAL CARE CONSULTATIONS
Location:	Spiritual Care Office, Ethics Office
Legal Authority:	Religious Freedom Act
Uses:	Name, gender, date of birth, patient number, current treatment, diagnosis, beliefs, values, goals, prognosis, substitute decision maker, family concerns

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Information Included:	To inform the consultation and for reference should the issue return
Individuals in Bank:	Patients
Security:	Locked office
Retention:	33 years
Disposition:	Confidential shredding
Personal Information Bank:	HEALTH RECORD
Location:	Health Information Management, Coding, Clinical Areas, Various areas across the hospital
Legal Authority:	Public Hospitals Act, Regulated Health Professionals Act
Uses:	Name, MRN, age, gender, date of birth, OHIP number, personal health information such as diagnosis, treatment, consultation notes, diagnostic images, referrals, examinations and external diagnostic results, employment history, educational history, mental health history, genetic information
Information Included:	To communicate among the health care team and provide patient care
Individuals in Bank:	Patients
Security:	Double-locked, password protected
Retention:	33 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	MONITORED DRUGS RECORDS
Location:	Pharmacy
Legal Authority:	Controlled Drugs & Substances Act
Uses:	To monitor the dispensing of controlled/monitored drugs for patient care.
Information Included:	Prescriber name, prescriber address, prescriber registration number, patient name, patient address, patient date of birth, patient gender, patient identification type and number, drug name, drug strength, drug quantity, duration of use, directions for use, drug identification number, prescription number, date of prescription, date of dispensing, recipients name, recipients address, recipients identification, recipients identification number
Individuals in Bank:	Patients, Pharmacists, Public
Security:	Double locked, password protected
Retention:	2 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	MULTI-DISCIPLINARY TEAM WHITEBOARDS
Location:	Various departments across the hospital
Legal Authority:	GRH Corporate Policy

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Uses:	To aide with patient health care within departments or services.
Information Included:	Patient Name, nurses name, isolation status, discharge date, discharge destination
Individuals in Bank:	Patients, Employees
Security:	Locked Office
Retention:	Transitory – retained only for the time required for completion of action
Disposition:	Deleted/Erased such that it cannot be recreated
Personal Information Bank:	PATIENT DIAGNOSTIC IMAGES
Location:	Medical Imaging
Legal Authority:	Public Hospitals Act, Reg. 965
Uses:	Name, MRN, medical images
Information Included:	Diagnostic purposes
Individuals in Bank:	Patients
Security:	Password protected
Retention:	5 years, or 5 years after the patient's 18 th birthday (Mammograms: 10 years, or 10 years after the patient's 18 th birthday)
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PATIENT EDUCATION WORKSHOPS (LIST OF ATTENDANTS)
Location:	Clinical Programs
Legal Authority:	Regulated Health Care Professionals
Uses:	Name, age, email, MRN, date of birth
Information Included:	For future reference
Individuals in Bank:	Patients, Employees, Clinicians
Security:	Double-locked, password protected
Retention:	1 year
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PATIENT VALUABLES REGISTER
Location:	Security
Legal Authority:	Private Security & Investigative Services Act, Reg. 434/07
Uses:	Name, MRN, listing of items
Information Included:	To account for valuables collected and returned
Individuals in Bank:	Patients
Security:	Locked Area
Retention:	2 years, or until conclusion of any ongoing investigation, inspection, complaint, court proceeding or administrative proceeding
Disposition:	Confidential shredding
Personal Information Bank:	PHARMACY DISPENSING RECORDS
Location:	Pharmacy

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Legal Authority:	Drug & Pharmacies Regulation Act
Uses:	Patient name, drug prescribed, date of prescription, and name of prescriber, dosage, formulation, repeats
Information Included:	To aide in patient care.
Individuals in Bank:	Patients, Pharmacists
Security:	Double locked, password protected
Retention:	2 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	QUALITY CASE REVIEWS (QCIPA, Chart Audits)
Location:	Various clinical areas across the hospital
Legal Authority:	Quality of Care Information Protection Act
Uses:	To review cases and procedures for quality of care and to enhance the learning of clinical staff.
Information Included:	Patient name and contact information, patient health information, care and treatment provided, and adverse events.
Individuals in Bank:	Patients, Employees
Security:	Locked office
Retention:	33 years
Disposition:	Confidential Shredding, deleted such that it cannot be recreated
Personal Information Bank:	SPIRITUAL CARE REGISTER
Location:	Patient Registration, Spiritual Care
Legal Authority:	Religious Freedom Act
Uses:	Religious denomination, name, MRN, location, counseling requests
Information Included:	Patient care and spiritual care visits
Individuals in Bank:	Patients
Security:	Double-locked, password protected
Retention:	33 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	STAR ADMISSION, DISCHARGE, TRANSFER DATABASE
Location:	Various departments across the organization
Legal Authority:	Public Hospitals Act
Uses:	Name, address, telephone number, MRN, other personal health information
Information Included:	For past and previous admission information relating to the provision of patient care
Individuals in Bank:	Patients
Security:	Password protected
Retention:	33 years

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

Personal Information Banks

Disposition:	Deleted such that it cannot be recreated
Personal Information Bank:	SUSPECTED CHILD ABUSE OR NEGLECT RECORDS
Location:	Social Work
Legal Authority:	Ontario College of Social Workers and Social Services Workers
Uses:	Name, age, date of birth, gender, service organization, demographic information
Information Included:	For patient care purposes
Individuals in Bank:	Patients, Members of the public
Security:	Double-locked, password protected
Retention:	33 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	TISSUE PLASMINOGEN ACTIVATOR ADMINISTRATION RECORDS
Location:	District Stroke Program Office, Health Record
Legal Authority:	Food and Drug Administration
Uses:	MRN, gender, age, time, quantity given, date
Information Included:	For patient care purposes
Individuals in Bank:	Patients
Security:	Double-locked, password protected
Retention:	33 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated

Function: Hospital Wide Records

Personal Information Bank:	EMERGENCY CODE STAFF RESPONSIBILITY LIST
Location:	Occupational health and safety, Various departments across the hospital,
Legal Authority:	Occupations Health and Safety Act
Uses:	List of employees and their expected response to the related code.
Information Included:	Name, telephone number, distance to hospital, response time
Individuals in Bank:	Employees, Physicians
Security:	Double-locked, password protected
Retention:	1 year
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	EMPLOYEE COMPLAINTS & INVESTIGATIONS (CASE FILES)
Location:	Human resources, Various departments across the hospital
Legal Authority:	Public Hospitals Act, Employment Standards Act
Uses:	Used to assist in the investigation and resolution employee complaints.

Personal Information Banks

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Information Included:	Name, date of birth, sex, employee number, employment information, personal health information, contact information, particulars of the incident
Individuals in Bank:	Employees
Security:	Double locked, password protected
Retention:	4 years or dependant on litigation requirements
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	EMPLOYEE SCHEDULING PROGRAM (ESP)
Location:	Various departments across the hospital, Payroll
Legal Authority:	Employment Standards Act
Uses:	Used to administer the scheduling of the staff.
Information Included:	Name, employee number, address, telephone number, emergency contact, accommodations, hours worked, hourly rate
Individuals in Bank:	Employees
Security:	Password protected
Retention:	4 years
Disposition:	Deleted such that it cannot be recreated
Personal Information Bank:	ON CALL LIST & ON CALL PAGER SCHEDULES
Location:	Various departments across the hospital, After Hours/Float Pool, Clinical Nutrition, Spiritual Care,
Legal Authority:	College of Nurses, Ontario Nursing Association, Religious Freedom Act, Public Hospitals Act
Uses:	To determine the availability of additional staff as required.
Information Included:	Name, telephone number, pager number, cell phone number, email address
Individuals in Bank:	Nurses, Physicians, Employees
Security:	Locked Office, password protected
Retention:	1 year
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PHOTO/VIDEO/AUDIO RECORDINGS & CONSENTS
Location:	Communications, Security, Various departments across the hospital
Legal Authority:	Public Hospitals Act
Uses:	Information use to manage security of the facilities and to obtain consent from individual.
Information Included:	Images, voice recordings, name, email address and telephone number
Individuals in Bank:	Employees, Patients, Students, Physicians, Volunteers, Members of the Public

Personal Information Banks

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Security:	Double locked, password protected
Retention:	2 years, or various depending on purpose
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	STAFF PHONE LISTS & EMERGENCY FAN-OUT LISTS
Location:	Various departments across the hospital
Legal Authority:	Public Hospitals Act
Uses:	To maintain records of staff contact information and used to administer emergency and disaster call lists.
Information Included:	Name, address, home, telephone number, cell phone number, emails, modality, pager, clinical program, company names, fax numbers
Individuals in Bank:	Staff, Physicians, Volunteers, Students
Security:	Double-locked, password protected
Retention:	7 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated

Function: Human Resources Management

Personal Information Bank:	ELECTRONIC LEARNING MANAGEMENT SYSTEM
Location:	Organizational Development (electronic)
Legal Authority:	Corporate Policy
Uses:	Use for employee education
Information Included:	Name, employee number, required courses
Individuals in Bank:	Employees, Volunteers, Clinicians, Physicians, Students
Security:	Password protected
Retention:	Permanent
Disposition:	Deleted such that it cannot be recreated
Personal Information Bank:	EMPATH: EMPLOYEE INFORMATION MANAGEMENT SYSTEM
Location:	Human Resources
Legal Authority:	Employment Standards Act, Employment Insurance Act, Income Tax Act, Canada Pension Plan, Limitations Act, Security & Investigative Services Act
Uses:	To maintain employee information for employment purposes
Information Included:	Employee name, employee number, address, telephone number, location, compensation, performance reviews, training, hire date, benefit information, date of birth, emergency contact information, vacation entitlement, licensing, license number, college number, continuing educations credits, pension information, next of kin, Revenue Canada Tax form, beneficiaries, hours of work, years of service, Social Insurance Number, position title, reporting, status history,

Personal Information Banks

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

	banking information, accommodations, change notices, spousal information
Individuals in Bank:	Employees
Security:	Double or Triple-locked, Password protected
Retention:	6 years from end of last fiscal period to which they relate
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	EMPLOYEE BENEFIT PLANS
Location:	Human Resources
Legal Authority:	Public Hospitals Act
Uses:	Use to maintain employee benefit
Information Included:	Name, date of birth, sex, employment information, contact information, telephone number, addresses of plan members, plan type, financial information, spouses and or dependents and beneficiaries
Individuals in Bank:	Employee/Recipients of benefits
Security:	Double lock
Retention:	6 years from end of last fiscal period to which they relate
Disposition:	Confidential shredding
Personal Information Bank:	HUMAN RESOURCES EMPLOYEE FILE
Location:	Human Resources
Legal Authority:	Employment Standards Act
Uses:	Information use to manage the employment relationship from the point of hiring to end of contract.
Information Included:	Name, employee number, address, sex, Social Insurance Number, certifications, references, criminal records checks, offer of employment letter, home/emergency contact information, employee number, education information, employment information, performance information, disciplinary information, grievance information, job evaluation, termination records, disciplinary records, change notices
Individuals in Bank:	Employees
Security:	Double lock, password protected
Retention:	4 years from end of contract
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	INTERNSHIP CANDIDATE RECORDS/INTERNSHIP RECORDS
Location:	Various departments across the hospital
Legal Authority:	Public Hospitals Act
Uses:	Information use to manage internship at the hospital
Information Included:	Name, address, telephone number, date of birth, work experience, educational experience, letters of reference, performance evaluations

Personal Information Banks

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

Individuals in Bank:	Internship candidates, Hospital interns
Security:	Double locked
Retention:	1 years for unsuccessful candidate; 7 years from end of contract for successful candidate.
Disposition:	Confidential shredding
Personal Information Bank:	MATERIAL SAFETY DATA SHEETS
Location:	Facilities, Various departments across the hospital
Legal Authority:	WHMIS
Uses:	To provide handling, storage and use directions for materials used in the hospital.
Information Included:	Supplier name, address, telephone number, symbol, chemical name
Individuals in Bank:	Suppliers, Vendors
Security:	Locked Office
Retention:	Expiry date + 2 years
Disposition:	Recycling
Personal Information Bank:	NEW GRADUATE INITIATIVE
Location:	Education Practice Leaders across the hospital
Legal Authority:	None
Uses:	To plan how new graduates are orientated to the hospital and the clinical areas that they are working in.
Information Included:	Name, educator, preceptor, scheduled activities and certification process
Individuals in Bank:	Employees
Security:	Double locked, Password protected
Retention:	5 years
Disposition:	Confidential Shredding, Deleted such that it cannot be recreated
Personal Information Bank:	OCCUPATIONAL HEALTH & SAFETY EMPLOYEE RECORDS
Location:	Occupational Health and Safety
Legal Authority:	Limitations Act
Uses:	Use to demonstrate the compliance and determine fitness for work; Medical Absence and accommodation.
Information Included:	Name, address, date of birth, illnesses, injuries, vaccinations, mask fit requirements, complaints
Individuals in Bank:	Employees, Volunteers, Students
Security:	Double-locked, password protected
Retention:	4 years from end of contract
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PENSION INFORMATION
Location:	Human resources

Personal Information Banks

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

Legal Authority:	Public Hospitals Act, Pension Benefits Act, Pension Plan
Uses:	To manage employee pension benefits
Information Included:	Name, employee number, personal contact information, financial information, beneficiaries
Individuals in Bank:	Employee/Recipients of benefits
Security:	Double lock, password protected
Retention:	Permanent
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	PERSONNEL FILE
Location:	Various departments across the hospital
Legal Authority:	Public Hospitals Act
Uses:	To manage employee information from hiring to end of contract
Information Included:	Name, date of birth, home/emergency contact information, employee number, education information, employment information, performance information, disciplinary information, grievance information, criminal records check
Individuals in Bank:	Employee
Security:	Double lock, Password protected
Retention:	4 years from end of contract
Disposition:	Confidential shredding, Deleted such that it cannot be recreated
Personal Information Bank:	RECRUITMENT INFORMATION
Location:	Human Resources, Various departments across the hospital
Legal Authority:	Employment Standards Act
Uses:	Information use for recruitment purposes
Information Included:	Name, address, telephone, cell, e-mail, employment history, educational information, company names, position titles
Individuals in Bank:	Members of the public, Employees
Security:	Double-locked, password protected
Retention:	1 year
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	SENIORITY LISTINGS
Location:	Human Resources
Legal Authority:	Employment Standards Act, Collective Agreements
Uses:	Information is used to schedule employee and hiring purposes
Information Included:	Name, employee number, years of service
Individuals in Bank:	Employees
Security:	Double-locked
Retention:	7 years

Personal Information Banks

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

Disposition:	Confidential shredding
Personal Information Bank:	STUDENT RECRUITMENT FILES
Location:	Organizational Development, various departments across the hospital
Legal Authority:	Public Hospitals Act
Uses:	The information is use to manage the student recruitment process
Information Included:	Name, address, telephone number, employment history, educational history and program interests
Individuals in Bank:	Students
Security:	Double lock, Password protected
Retention:	1 year
Disposition:	Confidential shredding, Deleted such that it cannot be recreated
Personal Information Bank:	TUITION ASSISTANCE PROGRAM (TAP) RECORDS
Location:	Organization Development
Legal Authority:	Public Hospitals Act
Uses:	The information is use to allocation of funds for applicants
Information Included:	Name, personal contact information, address, educational history
Individuals in Bank:	Employees
Security:	Double lock, Password protected
Retention:	7 years
Disposition:	Confidential shredding, Deleted such that it cannot be recreated
Personal Information Bank:	VOLUNTEER APPLICATIONS
Location:	Volunteer Services, Various departments across the hospital
Legal Authority:	Public Hospitals Act
Uses:	This information is to manage the volunteer applications process
Information Included:	Name, address, telephone number, date of birth, availability, educational and employment history, personal health information
Individuals in Bank:	Hospital Volunteers and Members of the public applying to be hospital volunteers
Security:	Double locked
Retention:	1 year
Disposition:	Confidential Shredding
Personal Information Bank:	VOLUNTEER PERSONNEL RECORDS
Location:	Volunteer Services, Various departments across the hospital
Legal Authority:	Public Hospitals Act
Uses:	This information is to manage the volunteer services

Personal Information Banks

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

Information Included:	Name, address, telephone number, date of birth, employment history, educational history, performance evaluations, disciplinary records
Individuals in Bank:	Hospital Volunteers
Security:	Double locked
Retention:	7 years from end of services
Disposition:	Confidential Shredding
Personal Information Bank:	WORKERS COMPENSATION
Location:	Human Resources
Legal Authority:	Workplace Safety and Insurance Act
Uses:	To manage injuries claim
Information Included:	Employee name, Social insurance number, wage information related to WSIB claim, copies of injury report forms, WSIB forms
Individuals in Bank:	Employees
Security:	Double locked
Retention:	7 years from end of contract
Disposition:	Confidential Shredding

Function: Information Management

Personal Information Bank:	EMPLOYMENT CONTRACTS & WORK TERM AGREEMENTS
Location:	Human Resources
Legal Authority:	Public Hospitals Act, Employment Standards Act
Uses:	Information use to manage the employment relationship
Information Included:	Name, personal contact information, address, financial information
Individuals in Bank:	Employees, Students
Security:	Double lock, password protected
Retention:	4 years from end of contract
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	IT HELP DESK REQUESTS
Location:	Information Services
Legal Authority:	GRH Corporate Policy
Uses:	To assist with resolution of computer hardware and software issues within the hospital
Information Included:	Name, telephone number, email, location, nature of issue or request
Individuals in Bank:	Employees
Security:	Double locked, password protected
Retention:	10 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated

Personal Information Banks

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

Personal Information Bank:	PARKING INFRACTION NOTICES
Location:	Parking and Security Services
Legal Authority:	Private Security & Investigative Services Act
Uses:	To issues tickets regarding parking infractions on hospital grounds.
Information Included:	License plate numbers, date, time, location, infraction, make, model
Individuals in Bank:	Automobiles
Security:	Double-locked
Retention:	2 years
Disposition:	Confidential shredding
Personal Information Bank:	PARKING RECORDS
Location:	Parking and Security Services
Legal Authority:	Private Security & Investigative Services Act
Uses:	To assign parking to locations.
Information Included:	Name, employee number, address, telephone number, location, extension, parking location
Individuals in Bank:	Staff, students, public, volunteers
Security:	Double-locked, password protected
Retention:	2 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	SOFTWARE LICENSES
Location:	Information Services, Purchasing (paper and electronic)
Legal Authority:	Limitations Act
Uses:	To maintain the currency of the software used within the hospital
Information Included:	Software name, number of licenses, vendor name, address, contact name, telephone number, renewal date
Individuals in Bank:	Vendors, Suppliers
Security:	Double locked, password protected
Retention:	End of contract plus 5 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	SYSTEM ACCESSES
Location:	Information Services (paper and electronic)
Legal Authority:	GRH Corporate Policy
Uses:	To assist with the determining a software or hardware access request
Information Included:	Name, employee number, telephone number, location, email, software access requirements, hardware requirements, approving manager, start date

Personal Information Banks

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

Individuals in Bank:	Employees
Security:	Double locked, password protected
Retention:	7 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated

Function: Purchasing

Personal Information Bank:	MASTER CHANGE RECORDS
Location:	Purchasing
Legal Authority:	GRH Corporate Policy
Uses:	To maintain a current listing of products used by the hospital
Information Included:	Vendor name, address, telephone number, pricing information, product information
Individuals in Bank:	Vendors, Suppliers
Security:	Double-locked, password protected
Retention:	5 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	MEDBUY PRODUCT LISTING (WITH SUPPLIER NAMES)
Location:	Pharmacy, Purchasing, Fiscal Services
Legal Authority:	Limitations Act
Uses:	To determine from which manufacture a drug product should be ordered from
Information Included:	Product name, contract number, vendor name, product code, generic name, brand name, manufacturer, manufacture part number, formulation, price per package, price per unit, warehouse, rebate
Individuals in Bank:	Vendor, Manufacture
Security:	Locked office
Retention:	2 years
Disposition:	Confidential shredding
Personal Information Bank:	VENDOR CONTRACTS
Location:	Purchasing, Facilities
Legal Authority:	Income Tax Act
Uses:	To determine compliance with negotiated pricing and to determine appropriate payment schedules.
Information Included:	Company name, address, telephone, fax number, contact person, email, financial information, references, length of contract, payment schedule,
Individuals in Bank:	Companies, Individuals
Security:	Double-locked, password protected
Retention:	Permanent

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Personal Information Banks

Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	VENDOR INFORMATION
Location:	Finance, Pharmacy, Purchasing
Legal Authority:	Excise Tax Act, Income Tax Act
Uses:	To maintain the information about our purchasing contacts
Information Included:	Name, address, telephone number, fax number, contact person, email, cell number, credit worthiness, amounts owed
Individuals in Bank:	Suppliers, Vendors
Security:	Locked office, Double-locked, Password protected
Retention:	End of contract plus 6 years
Disposition:	Confidential shredding, deleted such that it cannot be recreated

Function: Risk Management

Personal Information Bank:	PATIENT COMPLAINTS & COMPLIMENTS
Location:	Patient Relations
Legal Authority:	Public Hospitals Act, Excellent Care for All Act
Uses:	To investigate and resolve matters relating to patient care
Information Included:	Name, address, telephone number, date of birth and personal health information
Individuals in Bank:	Staff, Patients, Visitors, General Public
Security:	Double locked
Retention:	Permanent
Disposition:	Confidential shredding
Personal Information Bank:	QUALITY & PATIENT SAFETY REVIEWS
Location:	Risk Management Office
Legal Authority:	Quality of Care Information Protection Act
Uses:	To make improvements regarding patient care
Information Included:	Patient name and contact information, patient health information, care and treatment provided, and adverse events.
Individuals in Bank:	Patients
Security:	Triple locked
Retention:	Permanent
Disposition:	Confidential shredding
Personal Information Bank:	RISKPRO (PATIENT SAFETY EVENT REPORTING)
Location:	Risk Management, Various departments across the hospital
Legal Authority:	Limitations Act
Uses:	To provide a record of safety events that have occurred within the hospital
Information Included:	Name, address, telephone, incident, investigative

Personal Information Banks

A personal information bank (PIB) is a collection of records held by GRH containing personal information about one or more individuals. Below is a detailed description of PIB's which GRH may hold.

	documentation, resolution
Individuals in Bank:	Individuals, Patients, Staff, Contractors
Security:	Double-locked, Password protected
Retention:	Permanent
Disposition:	Confidential shredding, deleted such that it cannot be recreated
Personal Information Bank:	SENTINEL EVENTS LOGS
Location:	Risk Management, Various departments across the hospital
Legal Authority:	Public Hospitals Act
Uses:	To aide with investigation of critical events occurring within the hospital
Information Included:	Name, address, MRN, diagnosis, gender, telephone number, nature of incident, resolution, recommendations
Individuals in Bank:	Patients, Clinical Staff, Individuals
Security:	Double-locked
Retention:	Permanent
Disposition:	TBD