

## **CLIENT CONSENT FOR COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION**

Privacy of your personal information is an important part of **Mobile Lifestyles Dental Hygiene & Whitening Services** providing you with quality dental care. We understand the importance of protecting your personal information. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the goods and services we provide. We also try to be open and transparent as to how we handle personal information. *Please do not hesitate to discuss our policies with us and be assured that we are committed to ensuring you receive the best quality dental care.* This document describes our privacy policies.

All dental staff members who come in contact with your personal information are aware of the sensitive nature of the information that you have disclosed to us. They are all trained in the appropriate uses and protection of your information. In this form we have outlined what we do to ensure that:

- Only necessary information is Collected about you;
- We only share your information with your consent;
- Storage, retention and destruction of your personal information complies with existing legislation and privacy protection protocols;
- Our privacy protocols comply with privacy legislation, standards of regulatory body, the College of Dental Hygienists of Ontario, and the law.

### **How We Collect, Use, and Disclose Client's Personal Information**

The primary purpose for collecting, using and disclosing personal information for clients are as follows:

- To assess your dental health needs and provide health and dental care
- To deliver safe and efficient and continuous high quality client care
- To advise you of treatment options
- To enable us to contact you to distribute health-care information and to book and confirm appointments.
- To allow us to provide follow-up for treatment, care, and billing
- To establish and maintain communication with you
- To offer and provide dental hygiene care
- To communicate with other treating health-care providers, including specialists, general dentists, and hygienists who are the referring providers and/or peripheral providers
- To complete and submit dental claims for a third party adjudication, pre-approval when necessary and payment.
- To invoice for goods and services
- To process credit card, debit, and cheque payments
- To collect any unpaid accounts; this may include a referral to a third party collection agency and may include that agency reporting unpaid accounts to a credit Bureau
- To comply with legal and regulatory requirements, including the delivery of client's charts and records to the College of Dental Hygienists of Ontario in a timely fashion, when required, according to the provisions of the *Regulated Health Professions Act*
- To comply with agreements /undertakings entered into voluntarily by the member with the College of Dental Hygienists of Ontario, including delivery and/or review of client's charts and records to the College in a timely fashion for regulatory and monitoring purposes
- To permit potential purchasers, practice brokers or advisors to conduct an audit in preparation for a practice sale and to purchase such information but only as part of the purchase practice
- To deliver your charts and records to the hygienist's insurance carrier to enable the insurance company to assess liability and quantify damages, if any
- To prepare materials to the Health Professional Appeal and Review Board (HPARB)
- To assist our company and hygienists to comply with all regulatory requirements
- To comply generally with the law



We understand the importance of protecting personal information. For that reason, we have taken the following steps:

- Paper information is either under supervision or secured in a locked or restricted area
- Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, passwords are used on computers. All of our cell phones are digital, which signals are more difficult to intercept
- Paper information is transmitted through sealed, addressed envelopes or boxes by reputable companies
- Electronic information is transmitted either through a direct line or is anonymized or encrypted
- Staff are trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy
- External consultants and agencies with access to personal information must enter into privacy agreements with us.

By signing the consent section of this Client Consent Form, you have agreed that you have given your informed consent to the collection, use and/or disclosure of your personal information for purposes that are listed. If a new purpose arises for the collection, use and/or disclosure of your personal information, we will seek your approval in advance.

Your information may be accessed by regulatory authorities under the terms of the Regulated Health Professions Act for the purposes of the College of Dental hygienists of Ontario fulfilling its mandate under the RHPA, and for the defense of a legal issue.

We will not under any circumstances supply your insurer with your confidential medical history. In the event that a request is made, we will forward the information directly to you for your review, and for specific consent. When unusual requests are received, we will contact you for permission to release such information. We will also advise you if such a release is inappropriate. You may withdraw your consent for use or disclosure of your personal information, and we will explain the ramifications of that decision, and the process.

### CLIENT CONSENT

I have reviewed the above information that explains how **Mobile Lifestyles Dental Hygiene & Whitening Services** will use my personal information, and the steps they are taking to protect my information. I know that they have a Privacy Code, and I can ask to see that code at any time.

I agree that **Mobile Lifestyles Dental Hygiene & Whitening Services** and staff can collect, use, and disclose personal information about me, (Client's full name) \_\_\_\_\_, as set out above in the information about **Mobile Lifestyles Dental Hygiene & Whitening Services** privacy policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Witness

If you wish to make a formal complaint about our privacy practices, you may make it in writing to our information Officer. She will acknowledge receipt of your complaint; ensure that it is investigated promptly and that you are provided with formal decision and reasons in writing.

Our Privacy Information Officer is **Carrie Burke R.D.H** and can be reached:  
**Mobile Lifestyles Dental Hygiene & Whitening Services**  
Phone: (905)636-9165 / Fax: (905)636-9163 / Email: [carrie@mobilelifestyles.c](mailto:carrie@mobilelifestyles.c)