



PRIVACY POLICY

of Monarch Pediatric Dental

Monarch PDC's Privacy Policy and Practices explain what information is being collected about you, how personal information is being used, to whom personal information is being disclosed and how this personal information is stored and protected. This privacy policy has been developed in accordance with our legal obligations.

Our dental office collects personal information on patients to ensure patients receive safe and appropriate dental treatment. In addition, credit card and insurance coverage information may also be collected to facilitate payment for treatment rendered.

A. ACCOUNTABILITY

Monarch Pediatric Dental Centre is responsible for all personal information under our control, and the policies and practices we employ for handling this information to ensure our office complies with the provincial privacy legislation in force. For more information on our policies or, should you have any concerns, please contact our privacy officer whose contact information is listed at the end of this document.

B. IDENTIFYING PURPOSES

Primary Purpose

1. Safe and efficient delivery of dental treatment
2. Past treatment
3. Medical History
4. Billing information

Patients will be notified if their personal information is to be used for purposes other than those indicated here. In the normal course of business, your information may be viewed by computer and accounting personnel.

C. CONSENT

As a dental patient, your personal information is requested to ensure safe and appropriate dental care is provided. It will only be collected, used and disclosed for this purpose. Similarly, financial information will also be collected, used and disclosed for the payment of services rendered. On this basis, it is reasonable to conclude that you have provided consent for this purpose.

D. LIMITING COLLECTION

Personal Information collected on patients is limited to providing patient care and receiving payment for these services.

E. USE, DISCLOSURE AND RETENTION OF DATA

Monarch PDC will only use or disclose personal information for the purpose it was collected unless the patient or employee has consented. It will only be retained for as long as necessary to fulfill those purposes or as required by law. When it is no longer required, all personal information will be destroyed in a manner that recognizes the sensitivity of the information.

F. DATA ACCURACY

Monarch PDC encourages patients and staff to maintain records that are accurate and up-to-date. Patients can notify staff on their next visit or contact the office immediately if there is a change.

G. DATA SAFEGUARDS

Monarch PDC will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorized access, modification and disclosure appropriate to the sensitivity of the information.

H. OPENNESS

Information on our policies and practices are available to patients. Please direct your enquiries to the privacy officer as noted below.

I. ACCESS, CORRECTION & COMPLAINTS

Any Monarch patient, or employee can have access to their personal information held in Monarch records, upon request.

You may update or correct your personal information by contacting the Monarch Pediatric Centre office.

J. CHALLENGE COMPLIANCE

Should a patient lodge a complaint regarding our office's compliance with the Act, a complaint can be filed with our privacy officer. All complaints will be investigated by the privacy officer who will respond to the complaint. In the event the complaint remains dissatisfied, a formal complaint can be made to the Provincial Information and Privacy Commissioner.

How to contact our Privacy Officer:

Name: Simret Gill

Title: Deputy Administration Supervisor

Phone: 604-430-4980

Fax: 604-433-4981