Directory of Records

The Directory of Records which includes Personal Information Banks is divided into nine functional categories:

ADMINISTRATION & GOVERNANCE
MEDICAL AFFAIRS
HUMAN RESOURCES
FINANCIAL SERVICES
FACILITIES & ENVIRONMENTAL SERVICES
CLINICAL INFORMATION SERVICES
OTHER CORPORATE SERVICES
COMMUNICATIONS & FUND DEVELOPMENT
RESEARCH

Each category lists the major series or types of records contained within. Those with Personal Information Banks appear in orange. The corresponding Personal Information Bank list provides further detail on the type of personal information maintained, how it is used, to whom it is disclosed and where it is located, etc. Headings marked with an asterisk (*) indicate records that are available publicly on our website.

ADMINISTRATION & GOVERNANCE

Accessibility
Accreditation Records
Acute/Forensic Bed Registry
Administrative By-Laws
Agreements and Contracts
  • Hospital Service Accountability Agreement*
  • Individual Contracts for Executive Compensation*
Annual Reports and Audits*
Board of Directors By-Laws
Board of Directors Membership List*
Corporate Policies and Procedures
Corporate Projects
  • TAY, Shared Care, BIRT, etc.
Documents of Incorporation
Emergency Planning
  • Fan-Out List
Freedom of Information and Protection of Privacy
Insurance Policies
Leases/Deeds
Legal Matters
Library Collection
Minutes of Board Committees and Standing Committees
Minutes of External Committees
Minutes of Hospital Committees
Minutes of Programs and Departments
Minutes of Senior Team
Operational Reviews
Organization Structure
  • Organizational Chart
Program/Departmental Procedures
Records Retention
Redevelopment
Senior Management List*
Strategic Planning (e.g. IS, Clinical Services Plan*, etc.)
  • Strategic Plan*

**MEDICAL AFFAIRS**
Annual Membership Fees
Credentialing and Appointments
Professional Staff By-Laws
Professional Staff Files

**HUMAN RESOURCES**
Attendance Management Programs
  • ShiftMaker
  • SMART
Employee Competitions/Specs and Recruitment
Human Rights Complaints and Investigations
Labour Relations Records
Orientation and Training Material
Pension Records
Personnel Records
  • Employee Status Change
  • Performance Management
  • Police Reference Checks
  • Record of Training
    • MedLearn
  • Student Records
Talent Management
Volunteer Application Records

**FINANCIAL SERVICES**
Accounting and Finance Administration
Accounts Payable
Accounts Receivable
Audits and Reviews
Bank Statements and Reconciliations
Benefit Plan Records
  • GreatPlains Database
Budget Records
Expense Claims
  • Hospital Executive and Board Member Expense Reporting*
Financial Reporting and Analysis
General Ledger
Grants/Funding
Payroll Records
  • QHR
Pin Money
Procurement Records
T-4 Slips
Taxation

FACILITIES & ENVIRONMENTAL SERVICES
Building Technical Standards and Safety
Construction and Renovation
Emergency Management Plans
Engineering, Drawings, Blueprints
Maintenance Operational Records
Material Safety Data Sheets
Security Programs and Services
  • Access Control (Cards, Keys, Codes, etc.)
  • Equipment
  • G4S - Security
Supplier Documentation
Tests and Inspection Reports
Transportation Records
Workplace Space Planning and Moves

CLINICAL INFORMATION SERVICES
Access and Privacy
Clinical Reports & Statistics
Master Patient Index
Patient Booking
Patient Health Records
  • File Director
  • RAI-MH
Patient Registration
Pharmacy Records
  • CSAN Forms (Clozapine)
  • Dispensing
  • Pharmacy Management System
  • Profiles
  • Requisitions
Records under Personal Health Information Protection Act
Seclusion Peer Review
Wait Times
OTHER CORPORATE SERVICES
Information Technology
- Asset and Work Order Tracking Data
Occupational Health and Safety Records
Quality and Integrated Risk Management
- Infection Control Records
  - Hand Hygiene Compliance Rates*
  - Public Reporting of Healthcare Associated Infections (HAI’s)*
    - C. difficile*
    - MRSA Bacteraemia*
    - VRE Bacteraemia*
- Patient Safety/Quality Improvement Records
- Quality of Care and Patient Safety Reviews
- Research Ethics Board
- Risk Management Records
  - Risk Monitor Pro
- Workplace Compensation and Disability Management

COMMUNICATIONS & FUND DEVELOPMENT
Announcements
Awards
Events and Ceremonies
Images
Internal Communications
Media Relations
Presentations
Publications
Publicity and Marketing
Website

RESEARCH
Grants/Funding
Presentations and Articles
University Affiliation
Index of Personal Information Banks

**Agreements and Contracts**  
*Location:* Corporate  
*Description:* Agreements and contracts between the hospital and organizations or individuals  
*Legal Authority:* Public Hospitals Act R.S.O. 1990, c. P.40  
*Information Maintained:* Name, contact information, details of financial arrangements between individual and hospital  
*Uses:* Contract management  
*Users:* Various departments within the hospital  
*Individuals in Bank:* Individuals and organizations who enter into agreements with the hospital  
*Retention Period:* Permanent

**Attendance Management Programs**  
*Location:* Human Resources/Staffing Services  
*Description:* Records relating to attendance and scheduling  
*Legal Authority:* Employment Standards Act, s.15 (5)  
*Information Maintained:* Leaves of absence, hours of work, overtime, statutory holidays, sick time taken, vacation days, attendance, and shift schedules  
*Uses:* Document attendance, record and manage sick time  
*Users:* Human Resources and appropriate directors  
*Individuals in Bank:* Employees  
*Retention Period:* SMART CCY + 10 years; on call schedule 2 years

**Employee Competitions/Specs and Recruitment**  
*Location:* Human Resources  
*Description:* Records relating to the recruitment of staff for classified and contract job postings. May include information on applicant screening and testing, conducting interviews, and acceptance and rejection of candidates  
*Legal Authority:* Public Hospitals Act R.S.O. 1990, c. P.40; Employment Standards Act, S.O. 2000, c. 41, s. 15  
*Information Maintained:* Individuals’ submitted resumes and/or job applications containing information on employment history, education, contact information, interview questions, scoring matrices and reference checks  
*Uses:* Document competition and hiring processes  
*Users:* Human Resources  
*Individuals in Bank:* Employees and members of public applying for positions  
*Retention Period:* Competitions & recruitment CCY + 2 years; job specs CCY + 10 years
Occupational Health and Safety Records

Location: Occupational Health and Safety

Description: Records relating to hospital staff’s occupational health & safety requirements


Information Maintained: Employee name, number, date of birth, contact information, test results, concerns about health, safety, accommodation needs

Uses: Manage and respond to health and safety concerns and issues

Users: Occupational Health and Safety

Individuals in Bank: Employees

Retention Period: 21 years

Pension Records

Location: Finance/Human Resources

Description: Records relating to deductions for pension plans

Legal Authority: Public Hospitals Act R.S.O. 1990, c. P.40; Ontario Pension Benefit Act

Information Maintained: Pension contribution deduction amount, employee name, social insurance number, date of birth, spousal information, beneficiaries, retirement dates

Uses: Document individual employee deductions and provide to external pension plan administrators

Users: Human Resources and external pension plan administrators

Individuals in Bank: Employees

Retention Period: Permanent/7 years after termination

Personnel Records

Location: Human Resources/Finance

Description: Records relating to hospital employees

Legal Authority: Employment Standards Act S.O. 2000, c.41, s.15

Information Maintained: Employee number and name, application form, police reference checks, record of training, benefit plan records, education, work history, attendance and leave records, performance evaluations and disciplinary actions, student records

Uses: Document work history

Users: Human Resources and appropriate directors

Individuals in Bank: Employees

Retention Period: Permanent/7 years after termination

Volunteer Application Records

Location: Volunteer Services

Description: Records relating to being a volunteer at the hospital

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

Information Maintained: Name and contact information of volunteers, length of service

Uses: Used to contact volunteers and to schedule volunteer work

Users: Volunteer services staff and appropriate volunteer leader

Individuals in Bank: Individuals who volunteer their time and expertise to the hospital

Retention Period: 5 years
Accounts Payable
Location: Finance
Individuals in Bank: Description: Records relating to processing payments made by the hospital to suppliers of goods and services
Legal Authority: Public Hospitals Act R.S.O. 1990, c. P.40
Information Maintained: Supplier name and address, receipts, invoices, payment certificates, financial transactions
Uses: Maintain record of payments, budgeting
Users: Finance
Individuals in Bank: Employees and individuals providing goods or services to the hospital
Retention Period: 7 years

Expense Claims
Location: Finance
Description: Records relating to claims for reimbursement for financial expenses incurred in the course of performance of work duties including personal vehicle use, parking, conference attendance, and air travel
Legal Authority: In accordance with the Broader Public Sector Expenses Directive
Information Maintained: Name, department, location, credit card information
Uses: Document expense reports of staff in the hospital, budgeting purposes
Users: Finance and appropriate directors
Individuals in Bank: Employees
Retention Period: 7 years

Payroll Records
Location: Finance/HR
Description: Records relating administration and processing of employee salary and individual employees' pay history profiles. Includes information on rate of pay, hours of work, reported absences, garnishments, pay rate changes, elected and mandatory payroll deductions and T4 statements
Legal Authority: Employment Standards Act, 2000, c.41, s.15; Insurance Act, R.S.O. 1990, c. I.8, s.300; Employer Health Tax Act, R.S.O. 1990, c. E.11, s.12; Canada Pension Plan, R.S., 1985, c. C-8, s.24; Employment Insurance Act, 1996, c.23, s.87; Income Tax Act, S.C. 1970-71-72, c.63, s.230. & Regulation s.5800
Information Maintained: Employee number, name, social insurance number, gross pay, net pay, deductions, details of hours worked and hours paid, information relating to payroll generation, overriding deductions, year-end payroll reporting, payroll variance reporting, payroll registers, and timekeeping records
Uses: Calculate and administer payroll, benefits and pensions. Provide payroll information for Canada Customs and Revenue Agency and audit requirements
Users: Human Resources, Finance and appropriate directors
Individuals in Bank: Employees
Retention Period: 7 years
Pin Money
Location: Finance
Description: Records relating to patient trust information
Legal Authority: Public Hospitals Act R.S.O. 1990, c. P.40
Information Maintained: Name, age, program/ward, registration and/or discharge date, daily financial transactions
Uses: Maintenance of patient trust information and daily financial transactions
Users: Finance
Individuals in Bank: Patients
Retention Period: 7 years

Access and Privacy
Location: Clinical Information Services
Description: Information related to Access to Information & Protection of Privacy
Legal Authority: Freedom of Information & Protection of Privacy Act
Information Maintained: Name and contact information of requesters, third parties, complainants
Uses: Respond to requests for access, correction, complaints
Users: Privacy Officer and appropriate CIS staff responding to request
Individuals in Bank: Requesters, affected parties to requests
Retention Period: Until made public or request closed

Master Patient Index
Description: Record of patient visits to the hospital
Legal Authority: Public Hospitals Act R.S.O. 1990, c. P.40
Information Maintained: Patient name, contact information, casebook number, OHIP number, date of visit, attending physician, clinician, length of stay
Uses: Used to identify patients and maintain a complete record of patient visits
Users: Registration, Clinical Information Services and care providers as appropriate
Individuals in Bank: Patients
Retention Period: Permanent

Patient Health Records
Location: Clinical Information Services
Description: Record of the care and treatment provided to patients. Includes information from the Master Patient Index
Legal Authority: Public Hospitals Act R.S.O. 1990, c. P.40
Information Maintained: See Master Patient Index. Medical condition, diagnostic information, test results, medications, records relating to interventions
Uses: Provision of care, document the history of patient care, evaluation of quality of care and service provision, and research approved by the Research Ethics Board
Users: Clinical Information Services and care providers as appropriate
Individuals in Bank: Patients
Retention Period: From discharge or death of patient: 10 years, or 10 years following 18th birthday
Patient Registration
Location: Clinical Information Services
Description: Records relating to registration of patients who visit the hospital for care and treatment
Legal Authority: Public Hospitals Act R.S.O. 1990, c. P.40
Information Maintained: Patient name, demographic information, contact information, casebook number, OHIP number, date of visit, primary care provider, attending physician, clinician, next of kin and length of stay
Uses: Maintain a record of patient visits to hospital
Users: Registration, Clinical Information Services and care providers as appropriate
Individuals in Bank: Patients
Retention Period: 50 years

Pharmacy Records
Location: Pharmacy
Description: Records of inpatient and outpatient drug prescriptions
Legal Authority: Drugs & Pharmacies Regulations Act, R.S.O. 1990, c. H.4
Information Maintained: Patient name, drug prescribed, date of prescription and name of prescriber
Uses: Dispensing of prescribed drugs to patients
Users: Pharmacy staff and care providers as appropriate
Individuals in Bank: Patients who have been prescribed medication
Retention Period: Medication orders, prescriptions, ward requisitions CCY + 2 years; patient medication profiles permanent

Records under Personal Health Information Protection Act
Location: Clinical Information Services
Description: Records relating to requests for access to personal health information
Legal Authority: Personal Health Information Protection Act, 2004, S.O. 2004, c.3, Sched.A
Information Maintained: Name, date of birth, contact information, casebook number of individual to whom the personal health information (PHI) relates, the PHI requested, may include patient consent to disclose to another person or organization (name & contact)
Uses: To identify, locate and provide requested personal health information to patient/former patient or as directed by patient or substitute decision maker
Users: Privacy Officer and Clinical Information Services as appropriate
Individuals in Bank: Patients and substitute decision makers
Retention Period: From discharge or death of patient: 10 years, or 10 years following 18th birthday
Seclusion Peer Review

*Location:* Provincial Forensic Programs Division

*Description:* A quality improvement tool used to decrease seclusion incidence on the various provincial programs and to provide programs with data that could be used to evaluated IMP and program effectiveness for certain population

*Legal Authority:* Waypoint

*Information Maintained:* Patient name, casebook number, legal status, program/ward, information relating to seclusion

*Uses:* To decrease seclusion incidence on the various provincial programs and to provide programs with data that could be used to evaluated IMP and program effectiveness for certain population

*Users:* Auditors and appropriate directors

*Individuals in Bank:* Provincial Forensic patients with seclusion history

*Retention Period:* 7 years

Information Technology

*Location:* Information Systems

*Description:* Asset and work order tracking data

*Legal Authority:* TBC

*Information Maintained:* Requestor, classification/department, call back number, scheduling

*Uses:* To track an inventory of the computer related assets of the hospital, the staff assigned to them, the IT work orders issued for them, and to track the workload of the IT support technicians

*Users:* Information Systems

*Individuals in Bank:* Employees requesting/assigned to work orders

*Retention Period:* CCY + 7 years

Quality and Integrated Risk Management

*Location:* Quality and Integrated Risk Management

*Description:* Reports relating to incidents occurring in the hospital or on hospital property; records relating to patients or staff diagnosed with reportable disease; records relating to the assessment and evaluation of the quality of health care provided


*Information Maintained:* Name and contact information of individual, casebook number, details of injury or possible injury (incl. related circumstances), type of disease, other patient health information, care and treatment provided, and adverse events

*Uses:* To improve safety, inform affected parties & respond to any issues related to the matter; disease management; to evaluate care and service delivery and to improve the quality of care and services provided to patients

*Users:* Risk Management, program director where incident may have taken place, infection control, laboratory, occupational health and safety, other individuals conducting reviews

*Individuals in Bank:* Patients, staff, volunteers, visitors

*Retention Period:* Incident reports (hardcopy) 10 years or 10 years following 18th birthday; incident reports (electronic) permanent; quality assurance infection control audits and indicator reporting 10 years (25 years individual cases); quality of care reviews 15 years