



**Punjabi Community Health Services**  
**Appendix 'A'**  
**Privacy, Confidentiality and Consent Form (ECS)**

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**Client Name:** \_\_\_\_\_ **D.O.B** \_\_\_\_\_

**Program:** \_\_\_\_\_ **Primary Worker at PCHS:** \_\_\_\_\_

**PART A: PRIVACY NOTICE: Collection of Personal Health Information**

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, record of your visits to PCHS and the support you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits us to do so. We make sure that only those people who need to see your personal records are allowed to look at them. We protect your information through our administrative policies and by adopting appropriate safeguards and security measures.

**Use and disclosure of personal health Information**

We may use or disclose your personal health information to:

- communicate with your various health care providers including your family physician and/or other health care institutions for continuity of care, in order to treat/support and care for you
- plan, administer and manage our internal operations, and conduct risk-management activities;
- conduct quality improvement activities (such as sending client satisfaction surveys);
- teach, conduct research (only under strict rules overseen by a research ethics board) and compile statistics;
- comply with legal and regulatory requirements; and
- fulfill other purposes permitted or required by law.

We can assure you that only staff who need your personal health information for direct care or administrative purposes are authorized to access your record of personal health information. A client's instruction cannot prevent us from recording information that is required by law, professional standards or our practice.

**PART B: Consent to Release and/or Obtain Information**

- i. I understand that my records are protected and are treated as confidential and cannot be disclosed without my written and informed consent, except in the following cases:
  - A court order or warrant is provided to PCHS;
  - If you pose a significant risk to yourself or others;



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- Zoom
  - Phone
  - box(es) that apply
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PCHS acknowledges that electronic messages are not encrypted and confidentiality can not be guaranteed. Messages can be inadvertently misdirected or intercepted by

unintended parties. PCHS will take all reasonable precautions to ensure that any electronic correspondence to clients is not misdirected or otherwise become available to unintended parties. E-mails or text messages sent to, or by a client may be included in the clients file, if clinically relevant. E-mails/text messages are not to be used for urgent matters as they may not be checked daily.

I (the client) have had the opportunity to ask questions about the preceding information. I consent to the boxes that I have checked, acknowledging the guidelines and knowing the potential consequences listed above. I have been explained the implications of this notice in a language I understand.

This consent was executed on: \_\_\_\_\_ Expires On: \_\_\_\_\_  
Date Date (if applicable)

**Verification by the staff**

The above information has been read and explained by the staff. The client understands the implications of this notice

**Staff Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_