

OpMD Full Privacy Notice

OpMD is committed to protecting your personal information and privacy as it works to connect military families with medical service providers in the Gagetown Region.

Our information and privacy practices comply with the standards set out in the Personal Information Protection and Electronic Documents Act.

Purpose

OpMD collects, uses, and discloses personal information provided to it by military families to match them with medical service providers in the Gagetown region (the “Service”). OpMD also uses personal information to improve the functioning of the service and to confirm participant’s eligibility. OpMD only discloses participants’ personal information to the medical service providers they have been matched with in order to complete the referral process.

Consent

OpMD seeks to only collect, use, and disclose personal information with the consent of participants in relation to the service. Participation in OpMD is elective and requires the completion and submission of the OpMD Family Referral Form. Participants may submit the OpMD Family Referral Form in person at the Military Family Resource Centre, or via email.

The Family Referral Form collects the minimum amount of information required to place patients with medical service providers as well as process review towards service enhancement.

All participants are informed that by submitting the completed OpMD Family Referral Form or providing information via telephone, they consent to the collection, use and disclosure of their personal information by the Gagetown Military Family Resource Centre for the purpose of determining their eligibility for the Service, obtaining a referral to a physician, and managing OpMD. Participants also consent to the disclosure of this information to physicians in the Gagetown area for the purpose of obtaining a referral.

Participants may revoke their consent to participate in the Service at any time by submitting a request in writing to the OpMD Director.

Eligibility for OpMD

Current Canadian Armed Forces Members and their families are eligible to participate in the Service. OpMD may contact the identified Canadian Armed Forces member to confirm eligibility for the Service.

Collection and Use

The personal information provided by participants in the Service is collected and used only by the Director of OpMD.

The Director who must successfully attain and maintain Reliability Status as determined by Department of National Defence security clearance office coordinates all referrals in the OpMD Service. All information is stored as Confidential as determined by Department of National Defence security clearance.

Limited Collection

OpMD seeks to collect the minimum amount of information required to ensure effective, efficient physician referral and process review towards service enhancement.

OpMD does not request nor require any personal health information.

Disclosure

Disclosure of personal information is restricted to the provision of the OpMD Family Referral Form to the medical service provider with whom the participants are matched. All OpMD referrals and service related documents are treated as Confidential. Electronic documents are stored and processed in a restricted access office and restricted access office systems which are accessible only by the Director at a designated work station.

OpMD referrals are only completed at the designated Director work station. Confidential printed documents are stored in a secure cabinet.

Access to the OpMD office is restricted to OpMD personnel, unless OpMD personnel or a member of the Military Family Resource Centre Management team accompanies individuals.

Electronic databases are stored on the Department Wide Area Network server with Public Key Infrastructure encryption and/or on an external iron key drive which is encrypted and password protected with Secret status as determined by Department of National Defence security clearance. All database back-up storage devices are stored in a secure cabinet with Class B status as determined by Department of National Defence security clearance.

Electronic correspondence is processed and stored on Office 365 encryption software.

OpMD Family Referral Forms are retained for a period no longer than 3 years or the completion of the physician referral process.

A third party confidential shredding company, in accordance with Gagetown Military Family Resource Centre policy, destroys confidential documents in print form under contract. OpMD maintains a record of which Family Referral Forms have been destroyed which includes the OpMD Referral Number, CAF Member's Name, Date received and date destroyed. This record of destroyed forms is maintained and stored as Confidential as determined by Department of National Defence security clearance office.

Individual access

All participants in the program have a right to access their personal information collected, processed and stored by the OpMD service. Requests should be directed to the OpMD Director. Participants will also have an opportunity to request a correction or amendment of their personal information, request a copy of their personal information, or request the destruction of their personal information.

Access, Questions, Complaints, Concerns

The Director of OpMD is responsible for overseeing OpMD's privacy program and to act as a resource for participants using the service.

Any questions, complaints, or concerns about the program should be directed to the OpMD Director of the Gagetown Military Family Resource Centre by telephone at 506-422-3352.

Information about OpMD is available at www.cafconnection.ca.