

TOH Directory of Records

The Ottawa Hospital (“TOH”) Directory of Records provides a listing of the types of records held by the hospital. Questions about the Directory of Records should be directed to the Freedom of Information Office (foi@toh.ca).

Not all records held by TOH can be disclosed to the public. The *Freedom of Information and Protection of Privacy Act* exempts and excludes several types of records from its general disclosure requirements. Common exemptions include the following:

- Advice or recommendations to a supervisor (section 13)
- Third party information (section 17)
- Records that impact economic and other interests (section 18)
- Communications with internal or external legal counsel (section 19)
- Records the disclosure of which could endanger health or safety of individuals (section 20)
- Personal information about other individuals (section 21)
- Records relating to labour relations or employment-related matters (subsection 65(6))

Record Types	Description of Records
Capital Projects Records	Records relating to capital projects and other related business operations. This can include reports, policies, and project documentation.
Clinical Operations, Nursing, and Allied Health Records	Records relating to clinical operations, nursing, allied health, and the Regional Paramedic Program. This can include minutes, reports, policies, and medical directives.
Communications Records	Records relating to TOH communications. This can include corporate branding, media releases, and annual reports.
Digital Solutions Records	Records relating to maintenance, development, security, and management of TOH digital systems. This can include policies, workplans, and agreements.
Facilities Management Records	Records relating to the maintenance and development of TOH facilities. This can include records relating to emergency management, equipment manuals, and maintenance of buildings.
Financial Records	Records relating to the financial management of TOH. This can include financial statements, committee records, contracts, and books of account.

Human Resources Records	Records relating to TOH employees, workforce sustainability, and talent acquisition. This can include onboarding information, agreements, and job descriptions.
Information and Privacy Office Records	Records relating to the privacy of patients and staff. This can include requests for information.
Medical Affairs, Patient Relations, and Ethics Records	Records relating to medical staff and patient relations. This can include medical staff credentialing files, patient registers, policies, complaints, and ethics guidelines.
Occupational Health and Safety Records	Records relating to safety issues for TOH staff. This can include safety and prevention program records and records related to disability, accessibility, and wellness programs.
Office of the Board of Governors	Records relating to the TOH governance. This can include documents of incorporation, by-laws, and committee records.
Office of the President and Chief Executive Officer Records	Records relating to the overall functions of TOH, committee meetings, and membership on Boards. This can include committee records, organizational charts, presentations, and strategic planning documents.
Procurement Records	Records relating to procurement and supply chain management. This can include policies, service agreements, and purchase orders.
Protective Services Records	Records relating to safety and security. This can include security reports, production orders, declarations of seizures, and video surveillance.
Radiation, Laser Safety, and X-Ray Safety Records	Records relating to radiation, laser, and x-ray safety. This can include policies, licenses, equipment inventories, and inspection and approval records.
Records of Legal Affairs	Records relating to TOH legal matters and legislative compliance. This can include contracts, policies, and procedures.

Personal Information Banks

A Personal Information Bank is a collection or set of personal information where personal information is organized by an individual's name, an identifying number or symbol, or another particular identifier assigned to the individual.

The majority of personal information maintained by TOH relates to an individual's personal health and is subject to the *Personal Health Information Protection Act*. Patients can access some of their personal health information via [MyChart](#). Any inquiries concerning personal health information, including requests for copies of personal health information, should be directed to the Health Records Department (releaseofinfo@toh.ca).

Personal Information Banks at TOH include individual physician and employee files, files maintained by the Patient Relations Department, and records relating to payment and billing information.