

Directory of Records

William Osler Health System's community hospitals – Brampton Civic, Etobicoke General and Peel Memorial serves nearly one million residents of the communities of Brampton, Etobicoke, Malton, Caledon and surrounding areas.

The William Osler Health System Foundation is an independent organization associated with the hospital. The hospital is governed by a Board of Governors that includes the hospital's President as a member.

The system is organized into divisions: Corporate Office including Board of Directors, Development and Support Services, Finance, Human Resources and Organizational Design, Patient Services and Professional Practice and Strategic Information and Performance Systems.

[Corporate Office](#)

[Development and Support Services](#)

[Finance](#)

[Human Resources and Organizational Design](#)

[Patient Services and Professional Practice](#)

[Strategic Information and Performance Systems](#)

Corporate Office including President and Board of Directors

Records relating to all matters concerning hospital governance including legislative requirements, committees, minutes, agendas, policies and procedures, terms of office, articles of incorporation, bylaws, annual registry, directories, commercial agreements including leases, accreditation records and annual reports.

[Personal Information Banks](#)

Development and Support Services

Records document the management of the hospital and departmental facilities and properties. General records relate to space planning, construction, renovation and maintenance, rents and leases, emergency preparedness, and environmental control and include elevator log books, fire safety tests & inspection.

Finance

Records document the management of the hospital and departmental financial resources. General records relate to budget planning, investment, income and expenditure, and audits.

Payroll records including employee earning record, payment records, HOOPP records – individual employee deductions, payroll deduction authorization records, payroll register, union dues deduction records, and workers compensation board invoices.

[Personal Information Banks](#)

Human Resources and Organizational Design

Records document the management of the employees and volunteers. General records relate to hiring, supervising, managing employee job classifications, labour relations, occupational health and safety, professional development and management of pensions and benefits.

[Personal Information Banks](#)

Patient Services, Professional Practice & Medical Staff Office

Records document the program areas of the hospital and its clinical staff management. Facilitates the patient experience and clinical services of the hospital.

[Personal Information Banks](#)

Strategic Information and Performance Systems (SIPS)

Records document the management of information technology, information resources and records. General records relate to systems development, libraries, archives and freedom of information and protection of privacy. Records Management and Patient Health Information is managed under SIPS.

[Personal Information Banks](#)

COMMON RECORDS

Accounts Payable
Accounts Receivable
Appointment Calendars
Employment Files and Records
Department Program Files
Committee Minutes

GENERAL RECORDS

Auditors Files and Records
Collective Agreements
Computer/Laptop/Lab Software Inventory Records
Contracts and Agreements
Department Meeting Minutes
Freedom of Information and Protection of Privacy Policies
Funding Allocation Reports and Files
Insurance Policies and Files
Nursing Program Files and Records Operating Budget
Pension and Benefit Committee Files and Records
Facilities Files and Records
Strategic Research Plan
Tender and Proposal Files and Records
Research Files and Records

E - READING ROOM

Osler's reading room will be managed electronically. Members of the public and staff will be able to access the following collection of policies and procedures and other proactively disclosed records in this reading room.

[Under Construction](#)

[Annual Reports](#)

[Board Meeting Minutes](#)

[By-Laws](#)

[Employee Expenses and Expense Claim Guidelines](#)

[Patient Safety Indicators](#)

[Senior Leadership Contracts](#)

[Senior Leadership Expenses: April 1, 2011 - September 30, 2011](#)

[Time Spent in the Emergency Department and Surgical, Cardiac and Diagnostic Scan Wait Times](#)

Personal Information Banks - Corporate Office including President & CEO and Board of Directors

Common Record Series Name:	Agreements and Contracts
Division/Department:	Corporate
Location:	Legal
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Name and contact information, details of financial arrangements between individual and Hospital
Uses:	Contract management
Users:	Finance, Legal, Purchasing, Relevant Departments
Individuals in Bank:	Individuals who enter into agreements with the Hospital
Retention:	Life of agreement (clauses surviving termination expired) + 2 years (+ 15 years if involving patient care)

Personal Information Banks - Finance

Common Record Series Name:	Accounts Payable
Division/Department:	Finance
Location:	Finance Department
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Supplier name, address, receipts, invoices, expense claim statements, payment certificates, financial transactions.
Uses:	Maintain record of payments; report to Hospital Board on expenses paid to Council members and employees.
Users:	Audit; Accounts Payable staff of Finance and other services.
Individuals in Bank:	Employees, individuals providing goods or services to the Hospital.
Retention:	CFY + 6 years

Common Record Series Name:	OHIP Billing Information
Division/Department:	Finance
Location:	Finance Department
Legal Authority to collect:	Health Insurance Act R.R.O. 1990, Regulation 552
Information Maintained:	Name of patient, OHIP number, whether an ambulance service was used, date of admission & discharge, treatment and services provided including reasons.
Uses:	Receive payment for insurable treatment and services provided to patients
Users:	Physicians, Finance
Individuals in Bank:	Patients
Retention:	Date of Record + minimum 10 years

Common Record Series Name:	Patient Accounts
Division/Department:	Finance
Location:	Finance Department
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Patient name, contact information, services provided not covered by OHIP, amount owing
Uses:	Receive payment for treatment and services provided to patients that are not covered by OHIP
Users:	Finance
Individuals in Bank:	Patients
Retention:	CFY + 6 years

Common Record Series Name:	Cash Receipts Register
Division/Department:	Finance / HR

Location:	Finance Department
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Names of individuals of made payments in cash
Uses:	Maintain record of receipts issued
Users:	Financial Services
Individuals in Bank:	Individuals who made cash payments for services
Retention:	CFY + 6 years
<hr/>	
Common Record Series Name:	HOOPP: Employee Deductions
Division/Department:	Finance / HR
Location:	Finance Department
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40, Ontario Pension Benefit Act
Information Maintained:	Pension contribution deduction amount
Uses:	Document individual employee deductions
Users:	Financial Services
Individuals in Bank:	Employees
Retention:	Permanent
<hr/>	
Common Record Series Name:	Pay Period Processing
Division/Department:	Finance / HR
Location:	Finance Department
Legal Authority to collect:	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.
Information Maintained:	Employee number, name, 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, time sheets,
Uses:	Provide payroll information for Canada Customs and Revenue Agency and Audit requirements.
Users:	Financial Services, Human Resources
Individuals in Bank:	Staff
Retention:	CFY + 6 years
<hr/>	
Common Record Series Name:	Payroll Deduction Authorizations
Division/Department:	Finance / HR
Location:	Finance Department
Legal Authority to collect:	Income Tax Act, S.C. 1970-71-72, c. 63, s. 230 & Regulation s. 5800.
Information Maintained:	Employee number, name, deduction authorized
Uses:	Deduct authorized amounts from salary
Users:	Financial Services, Human Resources
Individuals in Bank:	Staff
Retention:	CFY + 6 years
<hr/>	
Common Record Series Name:	Payroll Register
Division/Department:	Finance / HR
Location:	Finance Department
Legal Authority to collect:	Employment Standards Act, 2000, c. 41, s. 15; Insurance Act, R.S.O. 1990, c. I.8, s. 300; Canada Pension Plan, R.S., 1985, c. C-8, s.
Information Maintained:	Employee number and name, address, sex, social insurance number, date of birth, marital status, telephone number, tax exemptions, employee benefit information, bank account number, name of group life and pension beneficiary
Uses:	Calculate and administer payroll; administer employee benefits and pensions.
Users:	Finance and Human Resources
Individuals in Bank:	Staff
Retention:	CFY + 6 years

Personal Information Banks - Human Resources and Organizational Design

Common Record Series Name:	Attendance and Scheduling
Division/Department:	Human Resources
Location:	Human Resources & Scheduling Office
Legal Authority to collect:	Employment Standards Act s. 15 (5)
Information Maintained:	Leaves of absence, hours of work, overtime, statutory holidays, and sick time taken, vacation days, attendance, shift schedules
Uses:	Document attendance, record and manage sick time
Users:	Human Resources, Department Managers
Individuals in Bank:	Staff
Retention:	3 years
Common Record Series Name:	Employee Competition & Recruitment
Division/Department:	Human Resources
Location:	Human Resources Department
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Individuals' submitted resumes and/or job applications, containing information on employment history, education, contact information
Uses:	Document competition and hiring processes
Users:	Human Resources, Hiring Panel
Individuals in Bank:	Hospital employees and members of public applying for positions
Retention:	1 year
Common Record Series Name:	Employee Record
Division/Department:	Human Resources
Location:	Human Resources and Reporting Managers Offices
Legal Authority to collect:	Employment Standards Act, S.O. 2000, c. 41, s. 15.
Information Maintained:	Employee number and name, application form, benefits options, education, work history, attendance and leave records, performance evaluations, disciplinary actions, WSIB records.
Uses:	Document work history
Users:	Human Resources, applicable manager as appropriate
Individuals in Bank:	Staff
Retention:	3 years
Common Record Series Name:	Employee Occupational Health & Safety Files
Division/Department:	Human Resources
Location:	Occupational Health & Safety Office
Legal Authority to collect:	Occupational Health and Safety Act, R.S.O. 1990, c. O.I, s9. Occupational Health and Safety Act, R.S.O. 1990, c.O.I, s26. Workplace Safety and - Insurance Act, 1997
Information Maintained:	Employee names, test results, concerns about health, safety, accommodation needs
Uses:	Respond to health and safety concerns and issues
Users:	Occupational Health & Safety and Joint Health & Safety Committee, Human Resources
Individuals in Bank:	Employees
Retention:	CCY + 30 years
Common Record Series Name:	Workplace Accident/Injury Incident Investigation Records
Division/Department:	Human Resources

Location:	Occupational Health & Safety Office & Human Resources
Legal Authority to collect:	Workplace Safety and Insurance Act, 1997, Schedule A, c. 16
Information Maintained:	Employee name, copies of injury report forms, long term disability claim forms and WSIB forms
Uses:	Fulfill Hospital's obligations to injured or ill employees including planning for workplace accommodation and safe return to work; to comply with legislation
Users:	Human Resources
Individuals in Bank:	Employees
Retention:	CCY + 30 years

Common Record Series Name:	Patient Feedback: Complaints and Compliments
Division/Department:	Human Resources - Patient Relations
Location:	Patient Relations Office
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Name and contact information of individual complimenting or complaining about some aspect of their Hospital experience; information relating to the nature of the complaint or compliment
Uses:	Respond to concern or complaint ; evaluate and improve program and service delivery
Users:	Staff of Patient Experience & Quality Office; care providers
Individuals in Bank:	Patients and visitors
Retention:	3 years

Common Record Series Name:	Volunteers
Division/Department:	Human Resources - Volunteer Services
Location:	Volunteers Office
Legal Authority to collect:	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 work.
Users:	
Individuals in Bank:	Volunteers
Retention:	TBC

[Personal Information Banks - Patient Services, Professional Practice & Medical Staff Office](#)

Common Record Series Name:	Patient Diagnostic Images (excluding mammograms)
Division/Department:	Patient Services - Medical Imaging
Location:	
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Information from the Master Patient Index and medical images
Uses:	Diagnosis and care and treatment of patient
Users:	Care providers
Individuals in Bank:	Patients
Retention:	From the day on which the diagnostic imaging record is created: 5 years, or 5 years from patients 18th birthday

Common Record Series Name:	Pharmacy Dispensing Records
Division/Department:	Patient Services - Pharmacy

Location:	Pharmacy
Legal Authority to collect:	Drugs & Pharmacies Regulations Act, R.S.O. 1990, c. H. 4
Information Maintained:	Patient name, drug prescribed, date of prescription, name of prescriber
Uses:	Dispensing of prescribed drugs to patient
Users:	Pharmacy staff
Individuals in Bank:	Patients
Retention:	From the drug is dispensed CFY + 2 years

Personal Information Banks - Strategic Information and Performance Systems

Common Record Series Name:	Patient Register (Master)
Division/Department:	SIPS - Health Information Management
Location:	Health Information Management Office
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Patient name, demographic and contact information, medical record number and OHIP number, date of visit and reason for visit, primary care and attending physician, emergency contact information, length of stay.
Uses:	Used to accurately identify patients and to link patient care information to the correct patient; maintain a complete record of all patient visits
Users:	Registration staff, care providers, patient accounts
Individuals in Bank:	Patients
Retention:	CCY + 50 years

Common Record Series Name:	Health Record (Personal Health Information)
Division/Department:	SIPS - Health Information Management
Location:	Health Information Management Office
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Patient name, demographic and contact information, medical record number and OHIP number, diagnostic information, test results, medications, records relating to any surgery or medical procedures, births
Uses:	Provision of care, document the history of patient care, evaluation of quality of care and service provision, research approved by Research Ethics Board.
Users:	Care providers, staff responsible for meeting provincial reporting requirements, researchers approved by Research Ethics Board
Individuals in Bank:	Patients
Retention:	From discharge or death of patient: 10 years, or 10 years from patients 18th birthday

Common Record Series Name:	Requests under Personal Health Information Protection Act
Division/Department:	SIPS - Health Information Management
Location:	Health Information Management Office
Legal Authority to collect:	Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A.
Information Maintained:	Name, contact info. & medical record 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 (e.g. insurance co.) , may include 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:	HIM Department
Individuals in Bank:	Patients and Substitute Decision Makers
Retention:	From request closed 10 years, or 10 years from patients 18th birthday

Common Record Series Name:	Access to Information & Protection of Privacy
Division/Department:	Strategic Information and Performance Systems - FOI Office
Location:	Freedom of Information Office
Legal Authority to collect:	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:	Freedom of Information & Privacy Office; Information & Privacy Commissioner
Individuals in Bank:	Requesters, Affected Parties to requests
Retention:	TBD
Common Record Series Name:	Claims
Division/Department:	Strategic Information and Performance Systems - Quality & Risk
Location:	
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Name, contact information of affected individual and details of the claim
Uses:	Respond to the claim
Users:	Patient Services & Quality Department staff, legal counsel, insurer
Individuals in Bank:	Individuals who have made a claim
Retention:	5 years after the close of the claim
Common Record Series Name:	Claims (Potential)
Division/Department:	Strategic Information and Performance Systems - Quality & Risk
Location:	
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Name, contact information of affected individual and details of potential claim
Uses:	Respond to issues raised by the claim
Users:	Patient Services & Quality Department staff, may include legal counsel
Individuals in Bank:	Claimants
Retention:	From identification of potential claim 7 years, or 7 years from patients 18th birthday
Common Record Series Name:	Incident Reports
Division/Department:	Strategic Information and Performance Systems - Quality & Risk
Location:	
Legal Authority to collect:	Public Hospitals Act R.S.O 1990, c. P.40
Information Maintained:	Name and contact info. of individual, details of injury or possible injury including related circumstances
Uses:	To improve safety, to inform affected parties and to respond to any issues related to the matter
Users:	Patient Services & Quality Department staff
Individuals in Bank:	Patients or visitors who have or may have been injured
Retention:	3 years
Common Record Series Name:	Security Programs & Services
Division/Department:	Strategic Information and Performance Systems - Security

Location:	
Legal Authority to collect:	Public Hospitals Act R.S.0 1990, c. P.40
Information Maintained:	Names of employees, physicians and volunteers, identification number and photograph; security videotapes of persons at Hospital entrances and main hallways; video monitoring of access to the baby floor
Uses:	To identify staff, physicians and volunteers and document access; video taping and monitoring is used to identify and respond to potential security risks.
Users:	Security
Individuals in Bank:	Staff, patients, physicians and volunteers
Retention:	TBC
