

Privacy Policy – MCI General Privacy Statement

MCI Medical Clinics Inc. operating as MCI The Doctor's Office ("MCI")
1 Yorkdale Road, Suite #320
Toronto, Ontario M6A 3A1
Fady Bishay, Privacy Officer
416.440.4040 x 134
fbishay@mcimed.com

Our Privacy Policy

This policy outlines how we protect the privacy of your personal information and medical records. Everyone working for MCI is required to adhere to the protections described in this policy. If you have any questions regarding our privacy practices, please contact a MCI Team Member.

Collection, Use and Disclosure of Personal Information

What personal information do we collect?

We collect the following personal information:

- Identification and Contact information (name, address, date of birth, emergency contact, etc);
- Billing information (provincial plan and/or private insurer); and
- Health information (symptoms, diagnosis, medical history, test results, reports and treatment, record of allergies, prescriptions, etc.)

When and to whom do we disclose personal information?

Implied consent for provision of care: By virtue of seeking care from us, your consent is implied (i.e., assumed) for this office to use your information to provide you with care and to share such information with other providers involved in your care.

Disclosure to other health care providers: Relevant health information is shared with other providers involved in your care, including (but not limited to) other physicians and specialists, pharmacists, lab technicians, nutritionists, physiotherapists and occupational therapists.

Disclosures authorized by law: There are limited situations where we are legally required to disclose your personal information without your consent. These situations include (but are not limited to) billing provincial health plans, reporting infectious diseases, fitness to drive, or by court order.

Can you withdraw consent?

You can withdraw your consent to have your information shared with other health care providers or other parties at any time, except where the disclosure is authorized by law. However, please discuss this with your physician first.

Patient Rights

How can you access the personal information held by this office?

You have the right to access your record in a timely manner. If you request a copy of your record, one will be provided to you at a reasonable cost. If you wish to view the original record, one of our staff members must be present to maintain the integrity of the record, and a reasonable fee may be charged for this access.

Limitations on access

In extremely limited circumstances you may be denied access to your records, but only if providing access would create a significant risk to you or to another person.

What if you feel your record is not accurate?

We make every effort to ensure that all of your information is recorded accurately. If an inaccuracy is identified, you can request that a note be made to reflect this on your file.


Office Safeguards

How long do we keep information?

We retain patient records as required by law and professional regulations.

Complaints process

If you believe that this office has not replied to your access request or has not handled your personal information in a reasonable manner, please address your concerns first with the Clinic Manager at the MCI location you are attending.



Fady Bishay, Privacy Officer

Date: June 1, 2019



Maddie Walker, President

Date: June 1, 2019