

## How is your information kept confidential?

The personal health information collected in your assessment belongs to you. The privacy and protection of your personal health information is essential. In the assessment process, we collect only the health information that we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

- ◆ Your health information is kept in a secure place.
- ◆ Your health information will be viewed only by authorized people who deliver services to you.
- ◆ All health services providers have signed contracts to keep your information confidential.
- ◆ When an authorized person views your information, it is recorded in a log. This log is reviewed regularly to make sure that there has been no unauthorized access to your information.
- ◆ Information is stored and/or disposed of according to the law.
- ◆ We will thoroughly investigate any suspected breach or unauthorized access to your personal health information.

## Contact Information

3340 Schmon Parkway, Unit 2  
Thorold, Ontario L2V 4Y6  
Phone: 905-687-6788 or  
1-800-996-8796  
Fax: 905-641-2785  
Email: [hr@bicr.org](mailto:hr@bicr.org)  
Website: [www.bicr.org](http://www.bicr.org)



## Accessible formats and Communication supports

Special accessibility accommodations and materials in alternate formats can be arranged by contacting Brain Injury Community Re-entry (Niagara) Inc. at 905-687-6788 ext. 663 or [www.bicr.org](http://www.bicr.org).

### **Disclaimer:**

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*The views expressed in this publication are the views of Brain Injury Community Re-Entry (Niagara) Inc. and do not necessarily reflect those of the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) or the government of Ontario.*

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**BRAIN INJURY  
COMMUNITY  
RE-ENTRY  
(NIAGARA) INC.**

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**InterRAI  
Community  
Health  
Assessment  
(CHA)**

## **InterRAI Community Health Assessment (CHA)**

The goal of BICR has always been to offer you the highest standard of care and ensure that you receive the right services at the right time to support your ability to live independently in your community.

Many new tools have become available that enable BICR and other health service providers to consistently deliver quality care. One of those tools is the InterRAI Community Health Assessment (CHA).

### **What is the InterRAI CHA?**

The InterRAI CHA (or RAI CHA) is a comprehensive and standardized assessment that helps to identify your support needs.

With the information provided, together we are able to better understand your current status in order to determine which services could enhance your ability to live as independently as possible.

### **What are the benefits?**

With the RAI CHA, you have direct input into addressing your needs and concerns so that we can get a clearer picture of your specific support needs.

## **What can you expect?**

The RAI CHA will be completed once a year by a BICR staff person. The assessment will be planned with you around the time of your annual service plan. With your consent, you (along with your caregiver) will be asked a series of questions about your functional abilities, social activities and overall health status.

The RAI CHA information will be entered into a computer and will assist us to develop the appropriate service plan. You will also be asked if you agree to have BICR share your assessment with other health service providers that are working with you.

## **What are your privacy choices?**

- ◆ You can request a copy of your assessment at any time by contacting your BICR staff person. You can ask to have information in your assessment corrected or updated.
- ◆ You can choose not to share your information with your other health service providers. Should you do this, the assessment may have to be redone by the other health service providers.
- ◆ You may change your mind about sharing your assessment by calling the Consent Call Centre at 1-855-585-5279.

## **Why would you want to share your assessment?**

We use a secure electronic system when we share your RAI CHA information with other health service providers who are working with you. They will then be able to view the information that they need to provide you with the services that you need.

If you agree to share your assessment, the information will be used to:

- ◆ Make sure that your service providers have the most up-to-date and complete record of your health history and needs;
- ◆ Help your service providers see where there might be gaps or overlaps so that we can provide the services that are most needed;
- ◆ Make sure that you are getting the right support and services.

