

Privacy Policy

ConsultLoop is a referral management and e-booking platform that helps referring physicians communicate and share referrals with other providers in their network. We are increasing the transparency of the referral process, and helping facilitate both provider and patient choice in this process.

What information does ConsultLoop collect?

ConsultLoop has signed agreements with health care providers (clinics and doctors; or “Health Information Custodians”) so that we can help these providers better access the care that their patients need. In signing this agreement, providers may share the following information with us when creating a referral on a patient’s behalf:

- Demographic information (name, date of birth)
- Contact information (with consent), including phone number and email address
- OHIP number
- Personal Health Information (PHI) related to the specific instance of your care to facilitate the referral process, including diagnoses, lab or imaging results and/or other information directly pertaining to the referral

How do you use this information?

The information we receive is solely used to help facilitate the referral process.

Who do you share this information with?

We only share this information with other providers who have been explicitly designated to receive this information by the referring provider.

We do not sell/rent disclose your PHI information in any other way. Data may be compiled in aggregate to understand broader referral patterns, but does not include any PHI or identifying information.

What safeguards do you have in place to help keep my information safe?

Developed specifically in line with Ontario's PHIPA policy, we have numerous safeguards in place that meet or exceed current industry standards, including:

- The use of a secure web portal
- Strong user authentication and role-based access controls
- Encryption techniques for data housing and transmission
- Virus scanning and firewalls
- Technical measures that ensure that personal health records are protected against unauthorized copying, modification or disposal
- The use of back-up systems to ensure service continuity.
- Audit logs that track all access to PHI

What happens if there is ever a breach, theft or a loss?

In the unlikely event, we have specific policies that are designed to limit the extent of these types of events, and ensure that and that all relevant parties are notified as soon as possible.

If there are any concerns regarding your doctor's use of ConsultLoop and the types of information they share with us, please first contact the clinic or provider which initiated the referral process. For further concerns, please contact us at hello@consultloop.com.