



PRIVACY POLICY

Last Updated: September 3rd, 2022

Description of the App

The Jewish General Hospital's Users' Committee is happy to provide you with this free user-friendly App to help you better navigate your way in the Jewish General Hospital.

This App which contains a 3-D interactive map of the Jewish General Hospital will help you find the quickest route to help you get from Point A to Point B within the hospital.

Which information or data will be collected when you use the App?

No personal or identifiable information is collected when you use the interactive map.

No device information is collected or tracked when you use this App.

Your location will not be tracked when you use this App. No geolocation functionality of your smart phone will be activated and no pinning will occur.

None of your queries (i.e., how to get from Point A to Point B) will be tracked or collected.

The only information the App will collect is the answers to the survey questions you will be invited to complete when you use the App.

The very short survey consists of two questions. The survey is ANONYMOUS and your answers should not contain any personal or identifiable information. Therefore, no personal or identifiable information will be collected here.

Only 1 to 2 people authorized by the Users' Committee or a designated Committee member will have access to the ANONYMOUS survey. If ever a user provides their name and contact information nonetheless, only the authorized persons will have access to the personal or identifiable information and shall treat it confidentially and in a secure location. Any personal or identifiable information provided by the user in the response to the surveys shall be destroyed after their use according to best practices and in a manner to ensure confidentiality of the data.

General

If you have any questions regarding how to get to where you want to go within the hospital that the App cannot answer, you can always ask the security guards at the Jewish General Hospital for directions. They are located at the entrance of the Jewish General Hospital at 3755 chemin de la Côte-Sainte-Catherine or at the entrance of Pavilion K on Légaré Street.

If you wish to file a complaint in relation to the care or services you received or ought to have received, you can send an email to the Hospital Ombudsman at: ombudsman.ccomtl@ssss.gouv.qc.ca

If you have questions regarding your health, please contact your treating physician.

For general health information, you can contact Info-Santé by dialing 811.

For any medical emergency, please go to the nearest Emergency Room near you.