

## YOUR RIGHT OF ACCESS

Under the *Privacy Act 1988 (Commonwealth)* and the *Freedom of Information Act 1992*, you generally have the right to access the personal information that we hold about you. This includes information we store electronically on a computer database, as well as documents which make up your personal health record.

### *Applying for Access*

If you wish to access the personal information we hold about you, you should request access by contacting the Hospital's Health Information Manager.

To assist you in this process, you may wish to complete and lodge with us the appropriate application form which is available on request. An administration and search fee is chargeable for this service.

If photocopies of documents are made, retrieval and information or interpreter services required, a further charge will apply.

### *Granting Access*

Your request for access will normally be processed within 30 days of receipt. The Health Information Manager will arrange for you to visit the Hospital to enable you to view your records and make photocopies of documents if required.

If following a review of your records, you consider that the personal information we have about you requires amendments to be made, the Health Information Manager may make arrangements for the relevant alterations to be made or noted.

If contrary to your view we do not believe that an amendment is necessary, you may insert an addendum (noting your comments) into the record.

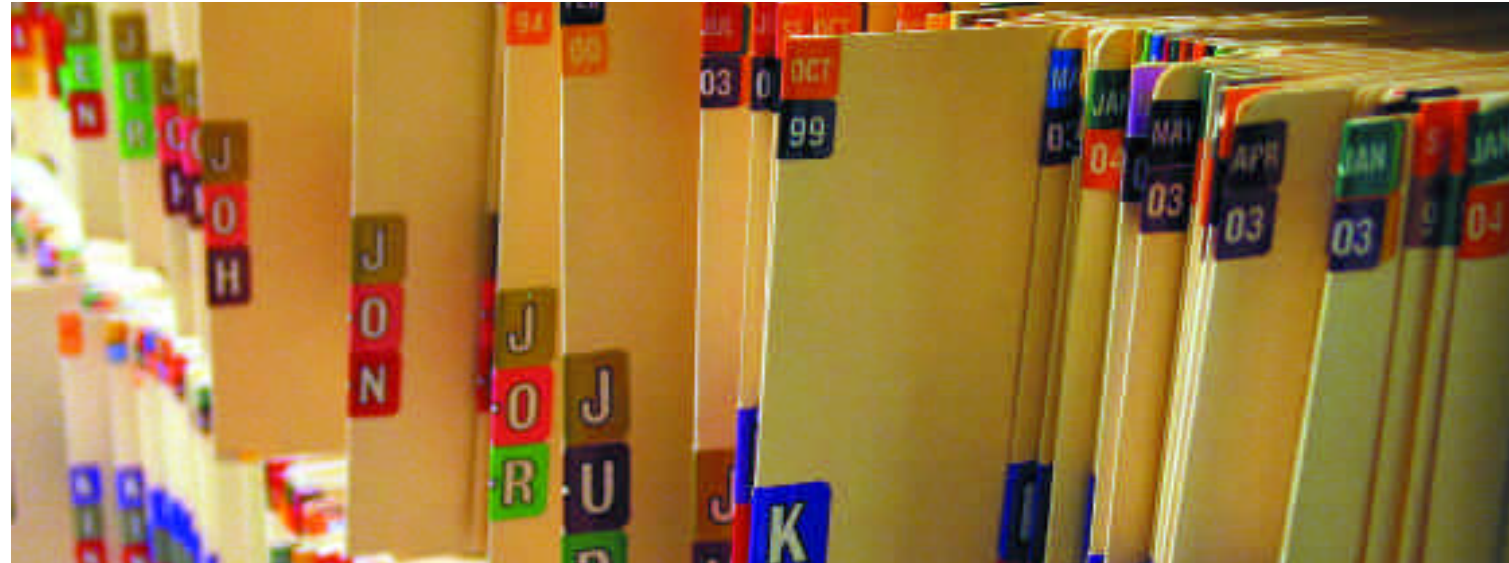
## FOR MORE INFORMATION

For more information on how we collect and treat your information, or your rights of access, please contact the Health Information Manager

Telephone (08) 9370 9236

Facsimile (08) 9370 9227

## A GUIDE TO PRIVACY INFORMATION FOR PATIENTS



### MERCY HOSPITAL MOUNT LAWLEY

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## A GUIDE TO PRIVACY FOR PATIENTS

Mercy Hospital Mount Lawley is committed to ensuring that your personal information is professionally managed in accordance with the *Privacy Act 1988 (Commonwealth)*, *Freedom of Information Act 1992* and all relevant State Legislation (*Privacy Legislation*).

The *Privacy Act 1988 (Commonwealth)* contains the National Privacy Principles which, in conjunction with other Privacy Legislation, set the standards for the way in which private organisations such as Mercy Hospital Mount Lawley handle personal information.

This Guide sets out how we may collect, use and disclose certain types of personal information we obtain from you or about you, how we ensure that information is kept secure and how you can obtain access to that information.

## WHAT WE MAY DO WITH THE INFORMATION WE COLLECT

### *Clinical care*

Primarily, the personal information collected by us about you is used to ensure that you receive quality health services whilst you are under our care.

Accordingly, any personal information collected about you may need to be shared amongst members of your health care team.

This team of health care providers included Doctors, Nurses and Anaesthetists, allied professionals such as ambulance personnel in the event of transfer, Social Workers, Physiotherapists and Dietitians, other hospitals, and other health service providers such as Pathology, Radiology, Pastoral and Spiritual care and Pharmacy departments.

### *Monitoring quality care of patient satisfaction*

In addition to the above, aspects of the personal information we collect may be used to monitor the quality of care we provide, the appropriateness and effectiveness of the services we offer and the level of our patients' satisfaction with the service provided to them.

As a result, we, or someone we authorise to contact you on our behalf, may contact you in the future to seek your feedback on the health services we have provided to you whilst under our care.



### *Religious Denomination*

If you indicate your religious denomination on your admission form this information will remain confidential. If you desire to be visited by a Hospital endorsed representative of your religious denomination during your stay your details will be passed to the relevant chaplain, minister or cleric to allow such a service to be provided.

### *Administration*

From time to time we may need to use or disclose aspects of your personal information for administrative purposes such as accreditation and evaluation activities, quality assurance and liaising with our insurers, lawyers or other advisers in the ordinary course of operating and managing our business.

### *Billing*

For billing purposes we may, from time to time, share relevant aspects of your personal information with third parties such as other health care providers, Medicare, your private Health Insurance Fund and where necessary, outside collection agencies.

### *Data required by law*

We have obligations to provide various data sets of information about our patients to the following entities:

- State Department of Health (all patients and all notifiable diseases)
- Private Hospitals Data Bureau (admitted patients only)
- Registrar General's Office (births and deaths only)
- Cancer Registry (cancer patients only)
- Hospital Casemix Protocol (all privately insured admitted patients)

More information regarding the details of these particular data sets is available in request.

## HOW WE TREAT YOUR INFORMATION CONFIDENTIALLY

Apart from the uses either listed above or otherwise permitted under the Privacy Legislation using or disclosing your personal information will be done only with your consent.

## HOW WE KEEP YOUR INFORMATION SECURE

Your personal information is stored;

- (a) On our Patient Management System which is accessed only as required by relevant staff. It is monitored to ensure that unauthorised personnel cannot access your information, and
- (b) As a paper health record in a secure environment that is accessible only by the Hospital or where off-site storage is required, by authorised professional contractors.