

Access

You may request access to information St Vincents holds about you by writing to the Hospital Privacy Officer at the address below. A response will be provided to you within 30 days. Where St Vincents holds information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you may access it. There may be times when we cannot grant access, and we will provide you with a reason if this is the case. A charge may be associated with your request. An Access Form is available on request.

Amendment

If you believe that the personal information St Vincents hold about you is incomplete or inaccurate, then you may write to us asking for it to be amended. If we do not agree that there are grounds for amendment, then we will insert an addendum (noting your view) into your record. An Amendment Form is available on request.

Contact us

If you have any further questions or complaints concerning the privacy of your personal information, please contact:

The Privacy Officer
Health Information Department
St Vincents Hospital
PO Box 572
Lismore NSW 2480

Ph: 02 6627 9232
Fax: 02 6622 3874
E-mail: privacy@svh.org.au

June 2007



St Vincents
Private Hospital
Lismore

Privacy Policy

St Vincents Hospital is committed to ensuring that your personal information is managed in accordance with the Privacy Principles outlined in the Privacy Act 1988 and relevant State Privacy Legislation. In order to provide you with health care services, we need to collect, use and disclose your personal information. This policy outlines how we manage your personal information.

Collection

We collect your personal information for the primary purpose of providing health care and treatment. We only collect information that is relevant and necessary to provide you with these services and to assist with the activities of the Hospital.

Generally this information will be collected from you directly, however information may also need to be collected from other sources. These sources may include other health professionals, health service providers, health funds, insurance agencies and in certain situations, other family members, carers, or friends.

Use and Disclosure

We will use or disclose your personal information for purposes directly related to your treatment, and in ways that you would reasonably expect for your ongoing care. This includes sharing your personal information amongst members of your health care team, including doctors, nurses, allied health professionals and pastoral care providers. We may also provide relevant information to health professionals involved in your ongoing care after you leave hospital.

St Vincents Hospital discloses your personal information where we outsource any of our services or employ contractors to perform services within our Hospital (e.g. Sullivan & Nicolaides Pathology, Northern Rivers Pathology, North Coast Radiology, Patient Satisfaction Surveys, etc).

We have various legal obligations to provide various data sets of information about our patients to State and Commonwealth Government agencies, Health Funds and the Private Hospitals Data Bureau. Your personal information may also be subpoenaed if required as evidence in court.

We may use or disclose patient information for our internal administrative requirements, statutory reporting, quality improvement activities and other purposes required for the operation of the Hospital.

We may use or disclose your information for the following purposes in accordance with Statutory Guidelines issued under privacy law:

- For public interest research projects complying with strict protocols and approved by a Human Research & Ethics Committee
- For staff and student training purposes,

- For other planning, financial or management purposes for health service activities.

The Statutory Guidelines ensure that where your information is needed for these purposes and it is impracticable to seek your consent, a minimum amount of personal information is used, and the personal information is handled in accordance with strict standards.

Should we wish to use your information for purposes other than those listed, such as marketing activities, and other ancillary purposes we will obtain your consent. You may at any time withdraw your consent, other than as required for operation of our business.

Storage and Retention

Your personal information is stored:

- a) As a paper health record in dedicated secure storage areas throughout the Hospital, and
- b) As electronic records in a secure environment.

All information held is only accessible by authorised persons for the purpose of carrying out their employment duties. We will destroy or de-identify personal information after our legal obligations to retain the information have expired.