

## **PATIENT PRIVACY INFORMATION SHEET**

### **1. INTRODUCTION**

Westminster Day Surgery respects and upholds your rights to privacy protection according to the Australian Privacy Principles (APPs) contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. The APPs apply from their introduction on 12<sup>th</sup> March 2014. This information sheet describes how Westminster Day Surgery manages any personal information it holds about you.

### **2. WHAT PERSONAL INFORMATION ABOUT ME DOES WESTMINSTER DAY SURGERY HOLD?**

Westminster Day Surgery may hold the following information about you:

- information provided to us by you, generated during the preadmission/admission process
- information provided to us by your referring Doctor including medical and surgical history
- clinical information generated during your hospital stay at Westminster Day Surgery including laboratory reports resulting from any investigations performed
- Medicare and private health fund details
- Workers' Compensation details and other insurance details
- Department of Veterans Affairs details
- transaction details associated with services we have provided to you
- any additional information provided to us by you
- any information you provided to us through patient surveys

Westminster Day Surgery will destroy or de-identify personal information after its legal obligations to retain the information have expired.

### **3. WHAT DOES WESTMINSTER DAY SURGERY DO WITH MY PERSONAL INFORMATION?**

Westminster Day Surgery uses personal information about you:

- to provide medical treatment and care to you in a team based environment;
- to assist your treating doctors, nursing staff and other health care professionals in providing medical treatment and care to you at our facility;
- to assist with any calls you make to us;
- to inform the person identified as 'Next of Kin' in your admission form of your appropriate care or treatment, when you are incapable of giving or communicating consent;
- for our internal administrative requirements;
- to process private health fund claims, other insurance and Department of Veterans Affairs claims, as applicable;
- to provide information to Medical Practitioners, Registered Nurses and other Allied Health Professionals who provide necessary follow up treatment and ongoing care;
- to assist in providing practical training and education to Nursing staff;
- for quality activities including benchmarking and clinical indicator reporting in a de-identified form;
- to assist authorised external surveyors during hospital accreditation, certification and private hospital licensing processes;
- to provide data in both an identified and de-identified form to State Government agencies in compliance with legislative requirements;
- to provide data in a de-identified form to the Private Hospital Data Bureau (Australian Government, Department of Health and Ageing);
- where legally required to do so, such as producing records to court and the notification of diagnosis of certain communicable diseases;
- Westminster Day Surgery will not disclose personal information about you to any person except on a confidential basis to agents that we use in the ordinary operation of our business.
- Westminster Day Surgery does not disclose personal information to overseas recipients without patient consent.



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#### 4. STORAGE

Westminster Day Surgery stores personal information:

- a. contained in paper based and other hard copy documents in a dedicated secure storage facility located on-site and off-site at an ISO 9001 Certified Document Storage Company; and
- b. contained in databases in a secure environment; and such records are only accessible by those persons who require access to the personal information for the purpose of carrying out their duties of employment.

#### 5. OPENNESS

You may request access to personal information we hold about you by completing a Request to Access Personal Information form, obtained by contacting the Hospital's Administration Assistant at the address below. You do not have to provide a reason for requesting access. Where Westminster Day Surgery 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. We may impose a charge for photocopying and for staff time involved in processing your request.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request amendment by completing a Request to Amend Personal Information form. It is our policy to take all steps to record your corrections and place them with your record but will not erase the original information.

If you have any questions once you have obtained a copy of your personal information, you may direct them to the hospital's Clinical Manager.

Any questions about this policy, or any complaint regarding treatment of your privacy by Westminster Day Surgery, should also be made in writing to the address below.

**Our contact details are as follows:**

**Health Information Manager**

**Westminster Day Surgery**

**476 Wanneroo Road**

**Westminster WA 6061**

**Phone: (08) 9349 5555**

**Fax: (08) 9344 1744**

#### 6. WITHHOLDING PERSONAL INFORMATION

Depending on the circumstance and the extent to which personal information is withheld, Westminster Day Surgery may decide not to admit or treat you where it considers the information provided is not comprehensive enough to provide a quality health service.

#### 7. MISCELLANEOUS

This document represents our policy as of March 2014. We may change this policy from time to time. Although we intend to observe this policy at all times, it is not legally binding on Westminster Day Surgery in any way.