ACT Day Hospital Privacy and confidentiality Policy

Our Commitment to Your Privacy

At ACT Day Hospital, we are committed to protecting the privacy, confidentiality and security of your personal and health information. We recognise that your health information is sensitive and we take our responsibilities seriously.

ACT Day Hospital complies with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles** and all other relevant Commonwealth and Territory privacy legislation. All doctors, nurses, accredited medical practitioners, contractors and staff working within ACT Day Hospital are required to maintain strict confidentiality and comply with our Privacy Policy, Code of Conduct and information security procedures.

Further information about Australian privacy legislation is available from the Office of the Australian Information Commissioner (OAIC).

This Privacy Statement explains what information we collect, why we collect it, how we use and protect it, and your rights regarding your personal information.

Information We Collect

To provide safe, effective and high-quality healthcare, ACT Day Hospital collects information that is reasonably necessary for your treatment and ongoing care.

Information collected may include:

- Full name
- Date of birth
- Residential and postal address
- Telephone numbers and email address
- Emergency contact and next of kin details
- Medicare details
- Private health insurance information
- Department of Veterans' Affairs (DVA) details (where applicable)
- Financial and billing information
- Medical history
- Surgical history
- Current medications
- Allergies
- Family medical history where clinically relevant
- Diagnostic imaging and pathology results
- Referral information from your treating practitioner
- Information obtained during your admission and treatment
- Any additional information required to safely manage your care

Throughout your treatment, additional clinical information may be recorded in your medical record to support your ongoing healthcare.

ACT Day Hospital takes reasonable steps to ensure the information we collect is accurate, complete and up to date. If your personal information changes or you identify an error, please let us know so we can update your records. We take reasonable measures to protect the personal information we collect and ensure it is stored securely. In accordance with applicable legislation, ACT Day Hospital retains medical records for the periods required by law, which may vary depending on the type of record and the healthcare service provided.

Why We Collect Your Information

Your personal information is collected so that ACT Day Hospital can:

- Provide safe, high-quality healthcare and treatment
- Coordinate your care with your treating specialists and healthcare providers
- Arrange investigations such as pathology or diagnostic imaging
- Confirm your identity
- Verify Medicare and private health fund eligibility
- Manage admissions, bookings and discharge planning
- Process billing and accounts
- Contact you regarding appointments or your treatment
- Meet legal, regulatory and accreditation requirements

- Conduct quality improvement and patient safety activities
- Improve our clinical services and patient experience
- Undertake approved research activities where appropriate and permitted by law

Your information is only collected where it is reasonably necessary to deliver your healthcare and operate the hospital safely and efficiently.

How We Collect Your Information

Where possible, ACT Day Hospital collects your personal information directly from you.

Information may be collected:

- During your online or paper admission process
- Through referral information provided by your treating specialist
- During telephone discussions with our staff
- During consultations and treatment
- Throughout your hospital admission

In some circumstances, we may collect information from another person or organisation where it is unreasonable or impracticable to obtain it directly from you. This may include:

- Your treating specialist
- Your General Practitioner (GP)
- Another hospital or healthcare provider
- A family member or carer
- Your legally authorised substitute decision-maker (Enduring Power of Attorney)
- Your private health insurer
- Ambulance services
- Pathology or imaging providers

Where you are unable to provide consent due to illness or incapacity, information may be provided to your legally authorised substitute decision-maker or responsible person to facilitate appropriate medical decision-making.

Unless you advise us otherwise, relevant information may also be shared with your nominated General Practitioner to assist with your ongoing care following discharge.

If you do not wish your information to be shared with a particular person or healthcare provider, please advise our staff wherever possible.

If You Choose Not to Provide Information

If you do not wish for us to collect certain information, you will need to tell us so we can discuss any consequences this may have for your health care. If you do not provide us with certain personal

information, this may impact on our ability to provide you with quality care.

How We Use and Disclose Your Information

ACT Day Hospital uses and discloses your personal information primarily to provide healthcare and manage your treatment.

This may include sharing information with:

- Your treating specialist
- Your General Practitioner
- Anaesthetists
- Allied health professionals
- Pathology providers
- Diagnostic imaging providers
- Other hospitals or healthcare facilities involved in your care
- Your private health insurer
- Medicare and other government agencies where required by law

We may also disclose information where:

- Required by Australian law
- Reporting notifiable diseases or public health matters
- Required by subpoena or court order
- Necessary to prevent a serious threat to life, health or safety
- Required during a medical emergency

Where appropriate, our clinical staff may provide general information about your condition to your nominated next of kin or responsible person unless you request otherwise.

ACT Day Hospital does **not** use your personal information for direct marketing purposes without your consent.

We are required to disclose some information to State and Commonwealth Government agencies to comply with laws regarding the reporting of notifiable diseases and statistics. Your personal information may be required as evidence in court when subpoenaed.

If there is a break in the continuity of your healthcare, we may seek your consent before releasing information to a new treating practitioner unless an emergency exists.

ACT Day Hospital does not routinely disclose personal information overseas. If you request information be sent internationally (for example, to an overseas insurer), we will advise you that privacy protections in other countries may differ from Australian privacy laws.

How We Protect Your Information

ACT Day Hospital stores personal information in secure paper and electronic medical record systems.

We maintain appropriate administrative, technical and physical safeguards to protect information from:

- Unauthorised access
- Loss
- Misuse
- Interference
- Modification
- Disclosure

Access to patient information is restricted to authorised personnel who require the information to perform their duties.

All staff receive training regarding confidentiality and privacy obligations.

Accessing or Correcting Your Information

You have the right to request access to your personal information and medical records held by ACT Day Hospital.

Requests should generally be made in writing and identification may be required before records are released.

Reasonable administrative fees may apply where copies of medical records are requested.

Access may be refused in limited circumstances permitted under privacy legislation, including where access may:

- Pose a serious threat to the life, health or safety of any person;
- Unreasonably impact another person's privacy; or
- Be otherwise restricted by law.

If you believe your information is inaccurate, incomplete or out of date, you may request that it be corrected. Where ACT Day Hospital does not agree that a correction is required, you may request that a statement noting your concerns be included with your medical record.

Retention of Medical Records

ACT Day Hospital retains medical records in accordance with applicable Commonwealth and Territory legislation and health record retention requirements.

When records are no longer required to be retained, they are securely destroyed or permanently de-identified in accordance with legal requirements.