

Your Privacy

Information Guide



*Teamwork, Respect, Integrity, Compassion, Excellence,
Professionalism*

Bethesda Private Hospital is committed to ensuring your personal information (including health information) is professionally managed by us in accordance with the Privacy Act 1988 (Cth), Australian Privacy Principles (APPs) and other relevant and current legislation.

The purpose of this Information Guide is to communicate how Bethesda manages personal information that we collect from you or from other sources; how the information is used, disclosed, stored, kept secure; how you can obtain access to, and amend that information, including how to make a privacy complaint.

For more detailed information, please see our Privacy Policy on our website at www.bethesda.asn.au.

Collection of Your Information

Bethesda staff will collect information from you that is necessary for:

- your optimal care and treatment
- that enables us to monitor our quality service and customer satisfaction
- that is necessary for billing and the business management of our service
- that is required by law

We will collect information directly from you and may also need to obtain information from other sources such as your GP doctor, other health care providers and hospitals, including pathology labs. In emergency situations we may need to collect your personal information from your next of kin, relatives or other sources where we are unable to obtain your prior express consent.

Types of information we will collect include:

- your full medical history
- family medical history
- contact details
- Medicare/health fund details
- pathology results
- digital images of operative procedures

Use and Disclosure

With your consent, your personal information will be used as listed below:

- primarily for your optimal care and treatment including ongoing referral and healthcare. This will involve sharing the information amongst your current and future health care providers.
- sending of specimens, such as blood/tissue samples for analysis;
- referral to a hospital or other health care service for treatment and/or advice
- informing the manufacturers of any prosthetic or medical devices you may receive (as part of your treatment) for safety and regulatory purposes. These manufacturers may be located overseas.
- to inform your next of kin (or authorised person identified in your admission documentation) of the outcome of treatment
- account keeping and billing purposes including sharing some information with private health insurers, Medicare and if required, outside collection agencies;
- the management of our hospital; training and education, quality assurance, accreditation and complaint handling;
- where legally required to do so, such as producing records to court, mandatory reporting of information to:
 - ◇ State Health Department including the notification of diagnosis of certain communicable diseases
 - ◇ Private Hospitals Data Bureau
 - ◇ Registrar General's Office
 - ◇ Cancer Registry
 - ◇ Private health insurers
- We will require your further consent to use your personal information for any other purpose not described in this brochure, our Privacy Policy or as permitted under the National Privacy legislation.

Security and confidentiality of your Information

Your personal and health information is stored in paper and electronic form. We have policy, processes and storage systems that comply with relevant legislation to ensure your information is protected from misuse, interference, loss, unauthorised access, modification or disclosure.

Staff are bound by confidentiality.

Information will be retained for the period of time determined by current relevant Australian legislation and will be disposed of confidentially, in line with accepted document disposal schedules.

Access to Your Medical Record

You are entitled to access your own personal information (including your medical record) at any time convenient to both yourself and the hospital.

Requests or queries should be made in writing to the Health Information Manager, Bethesda Hospital, 25 Queenslea Drive, CLAREMONT WA 6010. A charge for photocopying, staff time and processing your request may be imposed and the request will be actioned within 30 days of receipt.

Access may be denied where:

- there is a legal impediment to access;
- the access would unreasonably impact on the privacy of another;
- your request is frivolous;
- the information relates to anticipated or actual legal proceedings and you would not be entitled to access the information in those proceedings;
- in the interests of national security.
- to provide access would create a serious threat to life or health;

Making amendments to Your Medical Record

Where you dispute the accuracy of the information we have recorded, you are entitled to amend that information. We will take all steps to record all of your amendments, and place them with your record but will not erase the original record. See Privacy Contacts .

Withholding Sensitive Information

You may request certain information to be withheld for personal reasons.

Depending on the circumstance and the extent of information withheld, Bethesda Hospital may be unable to admit or treat you where it considers the information provided is not comprehensive enough to provide a quality health service.

Use of a Pseudonym

You may choose to be known by a pseudonym (alias) whilst in hospital however your accurate name is required for our billing purposes and will be kept confidential.

Withdrawing Consent

If you have provided your consent to release information to other parties or for other purposes and would like to withdraw this consent, please contact us. See Privacy Contacts below.

Complaints Process

Please lodge any feedback via our website www.bethesda.asn.au , phone (08) 9340 6300 or write to the CEO, PO Box 45 Claremont WA 6910

Changes to our Privacy Policy

We may at times update our Privacy Policy to comply with changes to legislation, our current practices or technology.

For a copy of our current Privacy policy, please contact us.

Privacy contacts:

By letter: The Privacy Officer, PO Box 45 Claremont WA 6910

By phone: (08) 9340 6300

By facsimile: (08) 9340 6343 Attention: Privacy Officer

Via website: www.bethesda.org.au : Privacy policy

