

### Access and Correction of your personal information

You are entitled to request access to all personal information including your medical record held by the hospital. Normally you will be asked to apply for access in writing and provide identification. You may be charged a fee for copies of your personal information or medical records.

Access to personal information may be declined in special circumstances, such as where giving access would put you or another person at risk of harm, or if it would unreasonably impact on someone else's privacy. If you believe the information we hold about you is incorrect and an error has been made, please let us know and we will correct the information.

### How are Changes to this Policy made?

This privacy policy is reviewed and amended from time-to-time. Revisions and updates to this privacy policy will be published on Lakeview Private Hospital's website ([www.lakeviewprivate.com.au](http://www.lakeviewprivate.com.au)). Please see the website for the latest version of this privacy policy.



## LAKEVIEW PRIVATE HOSPITAL

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If you have questions about the privacy of your information or if you have a complaint, you should contact: Lakeview Private Hospital's General Manager on 02 8624 5000.

Alternatively, you can contact the Commonwealth Privacy Commissioner by phone (1300 393 992) or visit the Office of the Australian Information Commissioner's website ([www.oaic.gov.au](http://www.oaic.gov.au)).

PATIENTS FIRST



# PRIVACY POLICY

FOR PATIENTS AND FAMILIES

# Collecting and Protecting Personal Information

## Our Obligations

Lakeview Private Hospital complies with the Australian Privacy Principles (APPs) and with applicable state privacy laws. We are strongly committed to protecting the privacy of patient information and our staff are bound by law and by a strict code of conduct to maintain confidentiality of patient information.

This brochure provides details of what personal information we will hold about you as a patient at our hospital, how you can access this information and the purposes for which your personal information is used and disclosed.

This policy applies to all information we collect throughout our clinical involvement with our patients and all other people involved in their care and their treatment.

## Information we collect

We collect your personal details and medical history so we can provide you with appropriate treatment and advice. Test results and further information collected while you are being treated in hospital are kept with your medical record. We only collect information that is relevant and necessary for your treatment and to help manage your care. We will not collect personal information about you unless that information is reasonably necessary for one or more of our functions or activities.

We will take all reasonable steps to ensure information we collect about you is accurate, complete and up-to-date. Patients can request incorrect information be amended.

Information we collect may include:

- Name
- Date of Birth
- Address
- Occupation
- Telephone Numbers
- Health fund details
- Medical History
- Family History
- Persons to contact in case of emergency
- and information that we consider necessary to assist our staff in your diagnosis and treatment

## Why is this Information Collected?

If you are to receive or have received a service from our facility, we will collect and hold your personal information to:

- Gain an understanding of the individual's needs so we may provide the required treatment, service and advice, Administer and manage those services, including charging, billing and debt collection
- Contact you to provide advice or information relating to your treatment
- Conduct appropriate health insurance eligibility checks,
- Improve the quality of our services through research and development,
- Develop business systems and infrastructure to improve the services we provide.

We may also use non-sensitive personal information for the purpose of communicating with you about marketing activities such as surveys, events and hospital news.

## How This Information is collected

All our staff will, if reasonable and practicable to do so, collect your personal information directly from the individual concerned. This may take place when you complete admission or administrative paperwork. It may also occur via the hospital admission process, through the doctor's rooms or over the telephone.

In certain circumstances or in an emergency, we will collect personal information from third parties who can help us provide you with safe quality care. Third parties may include: Employer, Health service provider/professional, Family members, friends or carers and other sources where necessary to provide a health service.

## Use and Disclosure of your personal information

We will use and disclose your information for purposes directly related to your treatment. This may include, but is

not limited to the transfer of relevant information to your nominated GP, to another treating health service or hospital, to a specialist for a referral, for pathology tests and x-rays. We may also use non-sensitive personal information for the purpose of communicating with you about marketing activities including surveys, events and hospital news.

The main purpose of collecting information about you is to provide ongoing medical treatment and advice. 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 non-sensitive information may be disclosed from time to time to outside providers who are involved in the administration processes of marketing. These agencies agree to abide by the same terms and conditions, and do not retain, share, store or use personally identifiable information for any secondary purposes.

Our staff may convey to your next of kin or a close family member, general information about your condition while in hospital, in accordance with the accepted customs of medical practice, unless you request otherwise. Our policies and procedures ensure our staff treat your information confidentially and discreetly.

## Data Quality & security

Our organisation will take reasonable steps to ensure that the personal information that we collect, use and disclose is accurate, complete and up to date. We store personal information in a variety of ways, including paper and electronic formats. We are required by law to retain medical records for certain periods of time depending on the type of record.

The security of information is important to us. Our staff are responsible for maintaining the security of patient information from unauthorised access, misuse,