

## **Randwick Day Surgery Privacy Policy**

As a health care provider in the private sector we have always been bound by the National Privacy Act incorporating the National Privacy Principles. The Privacy Principles set the standard by which personal information is collected, handled, used and disclosed.

As a part of providing a quality health care service we need to take and maintain information of a personal nature in your medical file. This information is provided by you, about you and is handled with the utmost respect for your privacy.

This may include any or all of the following information:

Personal Details (name, address, date of birth, Health Fund Details and Medicare number). Medical history, notes made during the procedure performed and results of any tests performed.

Your Doctor and staff of Randwick Day Surgery have access to your medical record. All staff at Randwick Day Surgery are bound by strict confidentiality agreements as part of their terms of employment.

On completion of your procedure mandatory and relevant information about your procedure will be forwarded to the NSW Department of Health, Private Hospitals Data Bureau and your Health Fund. Non-identifiable information about your procedure may also be included in reports as part of a clinical indicators program. This allows Randwick Day Surgery to compare our standard of excellence with other similar private day surgery facilities.

Ordinarily we will not release the contents of your medical record without your consent, however there may be occasions where details of your file may be released without your consent, such as in response to a subpoena or in an emergency situation.

All medical records in this practice are kept away from the general public and are locked during non-operational hours. All electronic data is only accessible with user identification. Our IT support company that may have access to your personal information is also covered by strict confidentiality agreements.

Should you at any time feel your confidentiality has been breached or you have a complaint about the privacy policy or process, you should direct your complaint to the Randwick Day Surgery Privacy Officer. If your complaint is not resolved to your satisfaction you can direct your complaint to the Privacy Commissioner.

As a Patient of this facility you have rights to access any information we hold concerning you. Should you wish to access this information we have a procedure in place to allow staff to deal with your request as fairly and efficiently as possible. All requests should be in writing and time between receiving the request and you gaining access should not exceed 30 days. More information will be given on request.

You will not be allowed to remove your medical file from the premises, nor will you be able to alter or delete any section of the medical record. A small administrative fee may be charged, these fees will not be recoverable from Medicare.

If you have any further questions please speak to any staff member as they will be happy to help.