

## Granting Access

Access is granted subject to exceptions specified in the APPs. Access may be denied where:

- There is a legal impediment to access
- The access would unreasonable 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;
- The interests of national security;
- To provide access would create a serious threat to life or health.

## Amending your personal information

Should you require SPH to amend the information held about you, please contact the Health Information Manager for more information. You may be asked to complete a "Request to Amend Personal Information" form to aid in this process.

## Use of a Pseudonym

You may request to use a pseudonym (alias) while in hospital, requests should be made to the Chief Executive Officer/Director Of Nursing (CEO/DON). Your accurate name will be required for billing purposes.

## Complaints Process

A complaint should be made in writing to the CEO/DON at the address on the back of this brochure. If you are not satisfied with the response from SPH, you may contact the Office of the Australian Information Commissioner. ([www.oaic.gov.au](http://www.oaic.gov.au))

## For More Information

If you have any questions or concerns about how we collect and use your personal health information, or how to access or amend your information, please contact the Health Information Manager.



Standard 14 - Information Management

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**South Perth Hospital**  
76 South Terrace  
South Perth | WA | 6151

Phone: [08] 9367 0222  
Fax: [08] 9474 4299  
E-mail: [info@sph.org.au](mailto:info@sph.org.au)  
[www.sph.org.au](http://www.sph.org.au)



Information  
Management

**A Guide to Privacy  
for Patients**

## Introduction to Privacy

South Perth Hospital (SPH) respects and upholds your right to privacy and protection of personal/health information. Your personal information is managed in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs) and all relevant Legislation.

This guide explains how SPH may collect, use and disclose personal information which our staff obtain from you or about you, how we ensure that that information is kept secure, and how you can obtain access to that information. For more information, please see the SPH Privacy Policy (available on our website at [www.sph.org.au](http://www.sph.org.au)).

### Collection of Information

SPH will collect information from you to provide care and treatment, for billing and management of SPH services and where required by law. Information collected may include an individual's:

- Demographic information including: name, date of birth, gender, address and contact details;
- Billing information including: financial details, health fund/insurance details; financial consent and associated costs;
- Health information including medical history;
- Information required by legislation/licensing including: employment status and marital status.

Where possible, SPH will collect personal information directly from you. Information may need to be collected from other sources such as: your GP, other health care professionals and pathology laboratories. In an emergency information may need to be collected from your next of kin, relative or other source.

You may request to withhold some information, however failure to provide certain information may mean that SPH is unable to provide the relevant service to you. and you may not be able to be admitted.

## Use and Disclosure of Personal Information

The personal information that SPH collects and holds is used for:

- Provision of clinical care and treatment (including future care)). This will involve sharing your information with your current and future health care providers. These may include doctors, nurses, anaesthetists, allied health professionals (e.g. social workers, physiotherapists and dietitians), and other health service providers (e.g. pathology, radiology and pharmacy);
- Referral to another hospital/health care service for treatment or care;
- Billing purposes, to recover costs from Health Funds, other Insurance Companies, and outside collection agencies where required;
- Management and service monitoring; training and education; complaint handling; accreditation activities; quality assurance, clinical audit and evaluation to improve the quality of care and the service SPH provides;
- To inform manufacturers of prosthetic or medical devices which you may receive as part of your treatment. This is for safety and regulatory purposes and may include overseas manufacturers;
- Informing your next of kin (or a person you have authorised) of your condition.

SPH may need to use or disclose aspects of your personal information when liaising with our insurers, lawyers or other advisors in operating and managing our business.

### Data required by law

SPH has an obligation to provide data sets of information about our patients to various organisations, including but not limited to:

- State Department of Health (all patients and notifiable diseases)

- Private Hospitals Data Bureau
- Registrar General's Office (deaths only)
- Cancer Registry (cancer patients only)
- Hospital Casemix Protocol is provided to private health insurers (all privately insured admitted patients)

Information regarding details of these data sets will be provided upon request by contacting the Health Information Manager.

Personal information will be disclosed where the use or disclosure is required or authorised by Australian law or a court/tribunal order.

Apart from the uses listed or otherwise permitted under Privacy Legislation, using or disclosing your personal information will be done only with your consent.

### How we keep your information secure

The personal information that SPH hospital collects about you may be stored electronically, on microfiche or in paper copy.

SPH has policies and procedures to help ensure that your information is protected from misuse, interference, unauthorised access, modification or disclosure.

Your information will be kept for a specified period of time guided by relevant legislation. Your information will be destroyed confidentially, in line with accepted document disposal schedules.

## Accessing your personal information

### Applying for Access

If you would like to access your personal information (including your medical record) your request should be made in writing to the Chief Executive Officer/Director of Nursing or by completing "A Request to Access Personal Information" form. SPH does not charge an application fee however you may be charged a fee for the preparation and provision of access to your personal information. Your request will be processed within 30 days.