



Patient Privacy Information Sheet

1. Introduction

Westminster Day Surgery respects and upholds your rights to privacy protection according to the Australian Privacy Principles (APPs) contained in the Privacy Act 1988, which outlines how all private health service providers must handle, use and manage personal information. This information sheet answers common questions in regards to the management of patient information held by Westminster Day Surgery.

2. What personal information about me does Westminster Day Surgery collect and hold?

Westminster Day Surgery may collect and hold the following information about you:

- information provided to us by you during the preadmission process, on the hospital pre-admission questionnaire, consent form and via telephone
- information provided to us by your Surgeon including relevant medical and surgical history
- information provided to us from Doctors/Anaesthetists that have treated you in the past
- clinical information generated during your hospital stay at Westminster Day Surgery including laboratory reports resulting from any investigations performed
- Medicare and private health fund details
- Workers' Compensation and other insurance details
- Department of Veterans Affairs details
- transaction details associated with services we have provided to you
- any additional information provided to us by you including that through patient surveys
- any information provided to us from relatives/carers in the event you are unable to provide the information yourself

Westminster Day Surgery collects your personal information and in particular your health information to provide you with a quality health service. The information will normally be collected directly from you and your Surgeon, but in an emergency situation, when we are unable to obtain your prior consent, we may need to collect personal information from relatives or other sources.

The hospital will destroy or de-identify personal information it holds once it is no longer needed for any purpose for which it may be used or disclosed according to the APPs.

3. What does Westminster Day Surgery do with my personal information?

Westminster Day Surgery uses personal information about you:

- to provide medical treatment and care to you in a team based environment;
- to assist your treating doctors, nursing staff and other health care professionals in providing medical treatment and care to you at our facility;
- to assist with any calls you make to us;
- to inform the person identified as 'Next of Kin' in your admission form of your appropriate care or treatment, when you are incapable of giving or communicating consent;
- for our internal administrative requirements;
- to process private health fund claims, other insurance and Department of Veterans Affairs claims on your behalf, as applicable;
- to recover any debts resulting from unpaid hospital fees;
- to provide information to healthcare professionals who provide necessary follow up treatment and ongoing care;
- to assist in providing practical training and education to nursing staff;
- for quality activities including benchmarking and clinical indicator reporting in a de-identified form;
- to assist authorised external surveyors during hospital accreditation, certification, private hospital licensing processes and health fund billing audits;
- to provide data in both an identified and de-identified form to Government agencies in compliance with legislative requirements;
- where legally required to do so, such as producing records to court and the notification of diagnosis of certain communicable diseases;



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Westminster Day Surgery is required by law to provide the Government of WA Department of Health and your Health Fund (for privately insured patients) or Department of Veterans' Affairs (for DVA members), with identified data for each admission to hospital.

Westminster Day Surgery may disclose personal information when it is required or authorised by or under an Australian law or a court/tribunal order or if the information is reasonably necessary for enforcement related activities conducted by, or on behalf of, an enforcement body.

Westminster Day Surgery will not disclose personal information about you to any person except on a confidential basis to agents that we use in the ordinary operation of our business.

Personal information is not disclosed to overseas recipients without patient consent.

4. Is my personal information secure?

Westminster Day Surgery protects personal information it holds from misuse, interference and loss and from unauthorised access, modification or disclosure. Personal information is contained:

- a. in paper based and other hard copy documents in a dedicated secure storage facility located at the hospital and off-site at an ISO 9001 Certified Document Storage Company; and
- b. in electronic format in a secure environment.

Such records are only accessible by those persons who require access to the personal information for the purpose of carrying out their duties of employment/service.

5. Can I access my personal information held by Westminster Day Surgery?

You may request access to personal information the hospital holds about you. To assist us in processing your request we suggest you complete a Westminster Day Surgery Request to Access Patient Information form, obtained by contacting the hospital's Administration Officer at the address below. Alternatively you could provide a signed written request.

You do not have to provide a reason for requesting access. Where Westminster Day Surgery holds information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you may access it. We may impose a charge for photocopying and for staff time involved in processing your request. Requests for access to information contained in the Westminster Day Surgery medical record, made during admission, will be processed at or following discharge.

If you believe that the personal information the hospital holds about you is inaccurate, out of date, incomplete, irrelevant or misleading, you may request amendment of it. A 'Westminster Day Surgery Request to Amend Patient Information' form is available for this purpose. If the hospital is satisfied that the information it holds is incorrect it will take reasonable steps to correct that information.

If you have any questions once you have obtained a copy of your personal information, you may direct them to the hospital's Chief Executive Officer.

6. Can I withholding personal information?

Under The Privacy Act you may withhold information. Depending of the circumstance and the extent to which sensitive information is withheld, Westminster Day Surgery may decide not to admit or treat you, where it considers the information provided is not comprehensive enough to provide you with a quality health service.

7. Who can I contact to ask further questions or make a complaint?

Any questions about the hospital's personal information handling practices or any complaint regarding treatment of your privacy by Westminster Day Surgery can be made by contacting the hospital's Chief Executive Officer:



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Our contact details are as follows:

**Chief Executive Officer
Westminster Day Surgery
476 Wanneroo Road
Westminster WA 6061**

**Phone: (08) 9349 5555
Fax: (08) 9344 1744
Email: admin@westminsterdaysurgery.com**