

Accessing information

If you would like to know more about our privacy practices, including how to access or correct the personal information we hold about you, please contact our Privacy Officer.

Privacy Officer

Mail: Locked Bay 1515
Virginia BC QLD 4014

Phone: 07 3326 3656

Email: svphn.privacy@svha.org.au

Our full Privacy Policy is available on our website at www.svphn.org.au, or you may request a copy by contacting our Privacy Officer.

Providing feedback about privacy

If you have feedback or wish to make a complaint relating to privacy, please contact our Privacy Officer. We want to address any concerns as soon as possible.

For further assistance, call our Patient Experience Manager on 07 3326 3259 or if after hours, call our Hospital Coordinator on 07 3326 3560.

St Vincent's Private Hospital Northside

627 Rode Road, Chermside QLD 4032

Phone: 07 3326 3000

Email: svphn.enquiries@svha.org.au

Website: www.svphn.org.au

 @stvincentsprivatehospitalnorthside



Free WiFi available by connecting to WiFiHotSpot



Developed in consultation with our consumers (November 2015)

Your privacy explained



ST VINCENT'S
PRIVATE HOSPITAL
NORTHSIDE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES

J3469 V4 11/20

St Vincent's Private Hospital Northside understands and values the privacy rights of every patient. We treat patient information with integrity and care, and always in compliance with the *Privacy Act 1988*.

What information is collected?

When you become a patient of St Vincent's Private Hospital Northside, a record is made about you and your care.

Information we collect includes your name, address, date of birth, general practitioner (GP) details, emergency contacts, health history, the reason for your visit, and the investigations, treatment and advice you were given.

Privacy Consent form

Upon admission to our Hospital, you will be required to read and complete a *Privacy Consent* form. This form will confirm your understanding and instructions about the use and disclosure of your personal information.

Why is information collected?

We collect your information to provide you the best possible treatment and support.

It is important you give us complete and accurate information so we can offer you the safest and most effective care.

In addition, your information may be used to help us monitor and improve the quality of our services, conduct education and training, and otherwise meet hospital accreditation requirements.

From time to time, we may also invite you to participate in an approved research project or complete a hospital survey.

How is information protected?

St Vincent's Private Hospital Northside complies with the requirements of the *Privacy Act 1988* in all dealings with your personal information.

We have strict security measures to ensure your information is not accessed or shared inappropriately. All of our Hospital staff are bound by our code of conduct and legal confidentiality requirements.

Will information be shared with others?

Diagnostic and treatment services

Your health care team may liaise with, or refer you to other service providers to assist with your care, including: medical specialists; allied health professionals; pastoral care services; diagnostic services; and rehabilitation providers.

Your GP

We will send a summary of your treatment to your GP upon discharge, unless you tell us not to.

Your next of kin

General updates about your condition may be provided to your nominated next of kin during your stay, unless you advise otherwise.

My Health Record

For patients who are registered for a national *My Health Record*, your discharge summary may be automatically uploaded to your *My Health Record* upon discharge, unless you tell us not to.

Other reasons we may need to share your information include:

- to comply with mandatory government reporting (e.g. notifiable diseases database, cancer registers)
- to comply with a court subpoena
- in a medical emergency, to discuss your care with other health providers or family members
- for billing and health fund claims
- as otherwise required or authorised by law.

We will ask for your consent before we share your information for any other purpose.