

Privacy Policy

St Vincent's Brisbane is committed to conducting its health care services in compliance with all applicable laws and regulations in accordance with the Ethical Standards for Catholic Health and Aged Care Australia.

St Vincent's Brisbane complies with the Commonwealth Privacy Act 1988 and all other state legislative requirements in relation to the management of personal information. In order to provide our clients with the health and aged care services that they have requested and require, we need to collect and use personal health information. If clients provide incomplete or inaccurate information to us or withhold personal health information from us we may not be able to provide them with the services they are seeking.

National Privacy Principles

St Vincent's Brisbane is committed to meeting the national privacy principles from Schedule 3 of the Privacy Act 1988 (Cth) as amended in September 2006. There are 10 national privacy principles, including: Collection of information, Use and disclosure of information, Data quality, Data security, Openness, Access and correction, Identifiers, Anonymity, Transborder data flows and Sensitive information.

What information do we collect?

We collect information that is necessary for the provision of care for health and aged care clients. Often this may include collecting information about health history, family history, ethnic background or current lifestyle to assist the health care team in diagnosing and treating the client's condition. Our staff will always endeavour to be sensitive to the needs of our clients when obtaining personal health information, however are also committed to acting in the best interests of the client by making a thorough assessment of their condition and medical history before recommending treatment.

How do we use the information we collect?

Modern health care practices mean that treatment will be provided by a team of health professionals working together. Clients may be referred for diagnostic tests such as pathology or radiology and our staff may consult with other health care professionals when determining diagnosis or treatment. These health care professionals will share health information as part of the process of providing treatment to clients. Staff will only do this while maintaining confidentiality of this information, and information will only be disclosed to those health care workers involved in the client's treatment.

In order to provide the best possible environment in which to treat our clients, we shall also use their information where necessary for the management of the health or aged care service, to liaise with the health fund and Medicare if necessary, and for the activities such as safety and quality processes, accreditation, audits, risk and claims management and education for our health care workers. We may share client's health information within the St Vincent's and Aged Care Facilities to coordinate client care, to minimise bad debts, and to identify for our facilities to which a client is being admitted their medical history and other issues of concern, for example if a client has a history of aggression.

Client health care records will be stored in a secure location when not in direct use with our staff, wherever possible minimising access or disclosure of unauthorised client information in hard and soft copy.

Contractors must comply with Privacy Act and Policy

Where we outsource any of our services or hire contractors to perform services within our health and aged care facilities, we require them to comply with the Commonwealth Privacy Act 1988 and Amendments, and our Privacy policy.

Client Access to their health information

Clients have a right to have access to their health information that we hold in their health record.

Should a client wish to obtain access to their health record they can ask the Privacy Officer for the facility who can provide more detailed information about how to obtain access to their health record.

Approved by General Manager, St Vincent's Brisbane

11th August, 2011