



Privacy Contacts

Listed below are the telephone numbers of our Australian hospitals and services. Full contact details can be found on our website at www.sjog.org.au/contactus
Please ask to speak to the privacy officer or health information manager.

Hospitals

Ballarat, VIC - (03) 5320 2111
Bendigo, VIC - (03) 5434 3434
Berwick, VIC - (03) 9707 1900
Bunbury, WA - (08) 9722 1600
Burwood, NSW - (02) 9715 9200
Geelong, VIC - (03) 5226 8888
Geraldton, WA - (08) 9965 8888
Murdoch, WA - (08) 9366 1111
Nepean Rehabilitation, VIC - (03) 9788 3333
Pinelodge Clinic, VIC - (03) 8793 9444
Richmond, NSW - (02) 4570 6100
Subiaco, WA - (08) 9382 6111
Warrnambool, VIC - (03) 5564 0600

Home Nursing

Health Choices, VIC & WA - 1300 475 442

Pathology

St John of God Pathology, VIC 1800 636 633
St John of God Pathology, WA 1300 367 674

Other Services

Accord, VIC - (03) 9727 2466
Bloomsbury House, VIC - (03) 5320 2601
Drug & Alcohol Withdrawal Network, WA - (08) 9382 6049
Fremantle Counselling Centre, WA - (08) 9282 5012
Pomegranate House, VIC - (03) 5320 2260
Raphael Centre Berwick, VIC - (03) 9707 3988
Raphael Centre Blacktown, NSW - (02) 9839 0900
Raphael Centre Geelong, VIC - (03) 5221 7333
Raphael Centre South West Victoria, VIC - (03) 5564 0636
Raphael Centre Subiaco, WA - (08) 9382 6828
South West Community Drug Service, WA - (08) 9721 9256

Applying for access

If you wish to access your personal information, you should request access by contacting the privacy officer or health information manager at the relevant hospital or service (see Privacy Contacts). You may wish to complete and lodge an application form, which is available on request or at www.sjog.org.au. Whilst St John of God Health Care does not charge an application fee, you may be charged administration, photocopying or counter fees.

Granting access / making amendments

Your request for access will normally be processed within 30 days (WA and NSW) or 45 days (Victoria) of its receipt. The relevant officer will arrange for you to view your records and photocopy documents if required. If, following your review, you consider the personal information requires correction or amendment, the relevant officer may make arrangements for alterations to be made or noted. If we do not believe an amendment is necessary, you may insert an addendum (noting your comments) into the record.

In a psychiatric setting, access can be refused if the treating doctor feels the information may be harmful to you or others.

Withdrawing consent

If you have provided your consent to release information to other parties and would like to withdraw this consent, please contact us (see Privacy Contacts).



St John of God Health Care is a leading provider of Catholic hospitals, diagnostic and outreach services, basing its care on the values of Hospitality, Compassion, Respect, Justice and Excellence.

Privacy

St John of God Health Care is committed to ensuring your personal information is professionally managed in accordance with the *Privacy Act* 1988 and all relevant State legislation (Privacy Legislation).

The *Privacy Act* 1988 contains the National Privacy Principles which, in conjunction with other Privacy Legislation, sets the standards for the way St John of God Health Care handles personal information.

This guide sets out how we collect, use and disclose certain types of personal information obtained from or about you; how we keep that information secure; and how you can obtain access to that information.

What we may do with information collected

Clinical care

Primarily, your personal information is collected by us to ensure you receive quality health services whilst under our care. Accordingly, this information may need to be shared among members of your treating team. Where necessary, your personal information may be disclosed to other health care providers, such as your general practitioner, home service provider or district health nurse, and such disclosure may be by fax or email.

Monitoring quality and satisfaction

In addition, aspects of the personal information we collect may be used to monitor the quality of care we provide, the appropriateness and effectiveness of our services and the level of your satisfaction with our services. As a result, we, or someone we authorise, may contact you in the future to request your feedback on our services.

Data required by law

We have legal and contractual obligations to provide information to various entities, including:

- State Health Departments (all patients and all notifiable diseases)
- Private Hospitals Data Bureau (admitted patients)
- Registrar General's Office (births & deaths)
- Cancer Registry (cancer patients)
- Private health insurers
- Private Hospital Measurement Data Base (for psychiatric hospitals)

More information regarding these obligations is available on request.

The St John of God Foundation

The St John of God Foundation was established in 1996 to assist in furthering the invaluable work of the Sisters of St John of God. The work of the Foundation, which is closely associated with but not legally part of St John of God Health Care, is funded by public donations and bequests. In partnership with organisations throughout the community, the Foundation assists in projects relating to homelessness, palliative care, mental well-being, drug abuse, youth suicide awareness, support for the victims of AIDS, postnatal depression, women's refugees and outreach for ex-offenders.

On occasion, some of the forms you complete may include the ability for you to opt in to receiving information from the Foundation. You may opt out at any time (please see section on withdrawing consent).

Chaplaincy services

If you indicate your religious denomination and wish to be visited by a hospital endorsed representative of your religious denomination during your stay, your details will be given to the relevant chaplain, minister or cleric to enable this service to be provided. You may withdraw your consent at any time (please see section on withdrawing consent).

Direct marketing

If you indicate that you are happy to be contacted by us in relation to other services we offer, we may contact you in the future about new developments or services. You may withdraw your consent at any time (please see section on withdrawing consent).

Business management

From time to time we may need to use or disclose aspects of your personal information for administrative purposes, such as accreditation and evaluation, quality assurance activities and liaising with our insurers, lawyers or other advisers in the ordinary course of managing our business. For example, your medical record may be subpoenaed or you may have given permission to your solicitor or insurer to access your medical record.

Billing

For billing purposes we may, from time to time, share relevant aspects of your personal information with third parties such as your other health care providers, Medicare, your private health insurance fund and if necessary, outside collection agencies.

Keeping your information confidential

Apart from the uses listed above or otherwise permitted under the Privacy Legislation, using or disclosing your personal information will only be done with your consent. Information will be disposed of confidentially, in line with accepted document disposal schedules. If you have concerns about the use or disclosure of any of your information, please contact us (see overleaf).

Your rights to access

Under the *Privacy Act* 1988, you generally have the right to access personal information held about you. This includes information we store electronically or in printed format.