

Meeting privacy obligations is an integral component of an organisations safety, quality and risk management program. Mildura Health Private Hospital (MHPH) is committed to ensuring the privacy and confidentiality of patient information.

MHPH complies with its obligations under all applicable privacy and health record laws. MHPH recognises that the privacy principles under those laws apply to our relationship with patients, employees and service providers, and requires that all health professionals and organisations doing business with us to similarly adhere to those privacy principles.

This Privacy Policy explains how MHPH manages the personal information we collect, use and disclose, and it also describes how patients / consumers may contact us if you have any questions or concerns about your privacy, or would like to access the personal information we hold about you.

**Patient Health Record:**

A health record comprises any health information generated as a result of clinical services provided to a patient.

**Collection of Information:**

MHPH collects information from patients/consumers that is necessary to provide health care services to them. This information is collected by fair and lawful means and includes name, date of birth, address, contact details, financial details, ethnic background, health and medical history, lifestyle history, family history, details regarding your current health issues and details regarding their treating doctors (such as your general practitioner).

If you attend the Mildura Health Private Consulting clinic, the doctor may maintain and keep their own separate medical record about you.

MHPH collects personal information from other individuals, such as employees, contractors, students, job applicants and service providers to enable the hospital to assess, work with or transact with them. The personal information that may be collected for those individuals in those circumstances include name, contact details, qualifications, education, financial details and employment history.

**Quality of Information:**

MHPH will take reasonable steps to ensure that patient/consumer personal information which may be collected or disclosed is accurate, complete and up-to-date.

When health information is inaccurate, incomplete or withheld, the hospital may not be able to provide the patient with the services that they are seeking, provide an appropriate level of service and clinical care may be compromised.

If you are a patient at MHPH, you cannot chose to be anonymous or use a pseudonym because this prevents us from being able to treat you appropriately.

**Use and Disclosure of Information:**

Modern health care practices rely on treatment being provided by a team of health professionals working collaboratively. These may include (but are not limited to):

- Medical Consultants, including a patient's local General Practitioner
- Radiology and pathology providers (inclusive of contracted services)
- Allied Health Care professionals (inclusive of contracted services)
- Hospital employees
- Manufacturer and suppliers of medical equipment/supplies
- Other health service providers.

Health professionals will share health information as part of the process of providing treatment, and will only do this while maintaining confidentiality of all of this information and protecting patient privacy in accordance with the law.

Health information is only disclosed to those health care workers involved in patient treatment.

Along with the provision of patient care, MHPH may collect and disclose personal information in accordance with the Australian Privacy Principles for other directly related purposes. For example:

- To liaise with Medicare, nominated health fund and/or the Department of Veteran's Affairs, and where required provide information to these entities to verify treatment as applicable and as necessary
- In an emergency where life is at risk and patient cannot consent
- To provide necessary follow up treatment or ongoing care
- For internal administrative requirements, including invoicing, billing and account management
- To assist in undertaking risk management, funding, service monitoring, complaints handling, evaluation, quality assurance, accreditation and staff training/education activities
- To address liability indemnity arrangements with insurers, medical defence organisations and lawyers
- For defence of anticipated or existing legal proceedings
- For other purposes required or permitted by law.

Information that is de-identified, ensuring that an individual's identity cannot be ascertained, is not covered by the Health Records Act 2001 and may be used and disclosed without consent.

Health information will not be used for unrelated secondary purposes, unless with the consent of the patient. These may include:

- to promote promotional offers and special events
- fundraising
- marketing (either to market this health facility or the product of someone else)
- research and development
- in relation to direct marketing and fundraising, if the consent cannot practically be obtained, marketing may still occur provided that:
  - the patient/customer is advised they can be taken off the mailing list at any time
  - the patient/customer has not previously asked to be taken off the mailing list
  - the health care service clearly displays their contact details in each marketing publication
  - any patient/customer can be removed from the mailing list by contacting the Privacy Officer on (03) 5022 2611

MHPH will use and disclose personal information for the particular purpose for which it was collected.

Generally, if you are a patient of MHPH we will use and disclose personal information for the purpose of providing health care services. Patient / consumer personal information will be used by and disclosed to the health professionals and other staff involved in your care and treatment at MHPH. Information may be used to refer patients / consumers to external service providers for diagnostic tests or to other health professionals during care and treatment or after discharge. MHPH will share this information with these other providers for the purpose of care and treatment.

By becoming or remaining a patient of MHPH or by providing your personal information to the hospital, patients / consumers consent (to the extent that the hospital requires consent under privacy laws) to MHPH collecting, using and disclosing your personal information in accordance with this Privacy Policy.

MHPH does use camera surveillance systems for the purpose of maintaining the safety and security of its staff, patients, visitors and other attendees to the hospital. The hospital will comply with the Australian Privacy Principles in respect of any personal information collected via this mechanism.

MHPH only collects personal information through our website if patients / consumers voluntarily provide it, for example, if information is submitted via a web page or sent by email. Any personal information provided in this way will be handled in accordance with the principles described within the relevant sections of this Privacy Policy.

MHPH cannot ensure that any information transmitted over the internet is secure and is transmitted at patient / consumer own risk. However, once received, MHPH will take all reasonable steps to ensure the information is secure.

When patients / consumers access the website, the hospital will keep a record of the visit. The hospital may collect the following information that does not identify the patient / consumer in relation to the use of the website: computer address, date and time of visit, type of browser used, pages visited, information requested. This information is collected for statistical purposes and used to monitor and improve the website and services.

**Security of Information:**

Health information may be stored in hard copy and/or electronically. All reasonable measures are taken to protect personal health information within MHPH. Medical records and computer systems have controlled access (securely stored and password protected).

Health information is retained and disposed of in accordance with the guidelines from the Public Records Office of Victoria.

**Access to Information:**

Patients have a right to have access to the health information which is held in their health record.

An individual may also make a request for some or all of their health information to be made available to another health service provider. The individual may also authorise the other health service provider to make this request on their behalf.

In accordance with the Health Record Act, patients can request access to information from their medical record.

If patients / consumers would like a copy of their health information, they need to complete a Privacy Information Request form available from the hospital (fees may apply). Once your application has been received, a search will be conducted for the information you seek. If reasonable and practicable, the hospital will provide the patient/consumer with the information in the manner it was requested.

Hospital staff will be happy to assist with your enquiry. Patients / consumers may contact the hospital by the following ways:

**Letter:**

Privacy Officer  
Mildura Health Private Hospital  
PO Box 751  
Mildura  
VIC 3502

**Online:**

Privacy Officer  
Email: [reception@mildpriv.com.au](mailto:reception@mildpriv.com.au)

**Telephone:**

Mildura Health Private Hospital  
(03) 50222611.

Under the Health Record Act and the Privacy & Data Act, Mildura Health Private Hospital has 45 days to provide the requested information.

**Correction of Information:**

Patients may request an amendment to their health record should they believe that it contains and are able to establish that the information is inaccurate, incomplete, misleading or not up-to-date.

MHPH will allow access or make the requested changes unless there is a reason under the Privacy Act or other relevant law to refuse such access or make the requested changes.

To do so patients/consumers may make arrangements to alter/update the record by contacting the Privacy Officer on (03) 50222611.

If MHPH is unable to accommodate the patient/customer's request to correct the personal information, then it will provide the individual with a written notice outlining a) the reasons for the refusal and b) the mechanisms available to complain about the refusal.

**Queries and Complaints:**

If you require additional information or assistance, please contact the hospital's Privacy Officer on (03) 5022 2611.

If you are not satisfied with the handling or outcome of the MHPH complaints process, you may contact the following organisations external to the hospital:

Australian Information Commissioner

Online: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

Health Complaints Commissioner (Victoria)

Online: <https://hcc.vic.gov.au/make-complaint>