



Privacy Contacts

Listed below are the telephone numbers of our Australian hospitals and services. Please ask to speak to the privacy officer or health information manager.

New South Wales

St John of God Hospital
Burwood
(02) 9715 9200

St John of God Hospital
Richmond
(02) 4570 6100

Victoria

St John of God Accord
(03) 9727 2466

St John of God Hospital
Ballarat
(03) 5320 2111

St John of God Hospital
Bendigo
(03) 5434 3434

St John of God Hospital
Berwick
(03) 9707 1900

St John of God Hospital
Geelong
(03) 5226 8888

St John of God Hospital
Warrnambool
(03) 5564 0600

St John of God Nepean
Rehabilitation Hospital
(03) 9788 3333

St John of God Pathology
1800 636 633

St John of God Pinelodge Clinic
(03) 8793 9444

St John of God
Pomegranate House
(03) 5320 2260

St John of God Raphael Centre
Berwick
(03) 9707 3988

St John of God Raphael Centre
Geelong
(03) 5221 7333

St John of God Raphael Centre
South West Victoria
(03) 5564 0636

Western Australia

Mamreh Counselling Centre
(08) 9444 5045

St John of God Fremantle
Counselling Centre
(08) 9282 5012

St John of God Hospital
Bunbury
(08) 9722 1600

St John of God Hospital
Geraldton
(08) 9965 8888

St John of God Hospital
Murdoch
(08) 9366 1111

St John of God Hospital
Subiaco
(08) 9382 6111

St John of God Murdoch
Community Hospice
(08) 9366 1366

St John of God Pathology
1300 367 674

St John of God Raphael Centre
Subiaco
(08) 9382 6828

If you require further information or have questions, please email info@sjog.org.au

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.