

# PROTECTING YOUR PRIVACY

## What You Can Expect From ACT Pathology

ACT Pathology is committed to providing you with the highest level of customer service. This includes protecting your privacy. ACT Pathology complies with The Health Records (Privacy and Access) Act 1997 ACT and with the National Privacy Principles (NPP) outlined in the Privacy Amendment (Private Sector) ACT 2000 (Commonwealth), which came into effect on 21<sup>st</sup> December 2001. The purpose of this factsheet is to provide information on how ACT Pathology collects, uses and discloses your health information.

The National Privacy Principles broadly cover five areas:

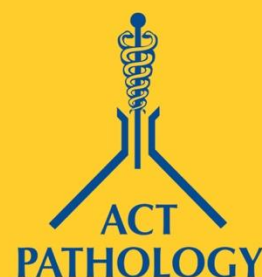
### **Collecting Information (NPP 1 Collection, NPP 10 Sensitive Information and NPP 8 Anonymity)**

ACT Pathology collects information to:

- Link pathology results to individuals and their requesting health care providers and other persons as requested in the original request.
- Ensure appropriate testing
- Make a diagnosis & interpret results
- Seek confirmation and to fulfil testing requirements from third parties where appropriate eg: a referral laboratory
- Have these results available for future reference in determining trends or significant changes in subsequent testing
- Allow billing and payments to be completed
- Fulfil regulatory requirements
- Assist in improving the quality of our operations and service to you
- For education and research purposes after we have removed all identifying data or if you have explicitly consented to its use

When a pathology request is written and a specimen collected, there is an implied consent that information necessary to provide the service is collected and that it will be handled and used within legislative boundaries. ACT Pathology will be fair in the way we collect information.

Phone 02 5124 2932 Fax 02 5124 2815  
actpathology@act.gov.au  
www.health.act.gov.au/services/act-pathology  
Gilmore Crescent Garran ACT 2605 PO Box 11 Woden ACT 2606



## **Use of Information and Disclosure (NPP 2 Use and Disclosure, NPP 7 Identifiers and NPP 9 Transborder Data Flows)**

- Information is used within the laboratory for producing results and advice and delivering these to specified health providers.
- We may need to disclose your health information to another provider for the purposes of getting a second opinion.
- If the test is not undertaken in ACT Pathology, it may be referred to another laboratory. In very rare instances this may be outside Australia, in which case your privacy will continue to be protected.
- There are some statutory requirements for reporting test results to registries for public health issues.
- Information is used for billing.
- De identified Information may be used for Quality Assurance, Education or Research purposes.

## **Storage and Maintenance (NPP 3 Data Quality and NPP 4 Data Security)**

ACT Pathology takes all reasonable precautions to ensure that the personal information that we collect, use or disclose is accurate, complete and up-to-date. This information is protected from misuse and loss, as well as from unauthorised access, modification or disclosure. Our record systems comply with NATA accreditation standards in terms of reliability and security.

## **Access (NPP 6 Access and Correction)**

You have a right to access to your pathology records, subject to some exceptions allowed by law. The preferred way for you to receive your pathology results is in a consultation with your referring doctor, where results can be explained in the context of your health management.

## **Openness (NPP 5 Openness)**

This factsheet has been developed to outline ACT pathology policies regarding the handling of personal information.

If you have any questions in relation to privacy, please contact us in office hours on the phone number listed overleaf. Alternatively, you can write to our Privacy Manager, at ACT Pathology, PO Box 11, Woden, ACT, 2606.

For further information please contact

Privacy Manager

5124 2932

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