



Privacy Policy

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Introduction

1. MetroRehab Hospital respects and is committed to ensuring the privacy and confidentiality of individuals in accordance with Australian privacy laws and regulations.
2. MetroRehab Hospital is bound by the Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) which amends the Privacy Act 1988 (Cth) and the Health Records Information Privacy Act 2002. The Privacy Act provides protection to individuals in relation to the use of their personal information which includes their health information.
3. The APPs regulate how MetroRehab Hospital may collect, disclose and store personal information of individuals and how individuals may access and correct their personal information that MetroRehab Hospital holds about them.
4. Personal information and health information under this policy has the same definition as per section 6 of the Privacy Act.
 - 4.1. Personal information is any information that could reasonably identify an individual.
 - 4.2. Health information is any information or opinion about an individual's health or disability. Health information is considered sensitive information.

Types of personal information collected

5. MetroRehab Hospital may collect the following information about an individual:
 - 5.1. Name
 - 5.2. Date of birth
 - 5.3. Gender
 - 5.4. Residential address and email address
 - 5.5. Contact telephone numbers
 - 5.6. Marital status
 - 5.7. Medicare, health fund and health insurance information
 - 5.8. Medical history, test results and other health information
 - 5.9. Other information necessary to provide individuals with rehabilitation services
 - 5.10. Emergency contact information (name, address and phone number(s)).

How personal information is collected

6. Where possible, personal information will be collected directly from the individual it relates to. This may be documented on forms, electronically, obtained via telephone interviews or during face to face assessments (i.e. pre-admission assessment).
7. MetroRehab Hospital may also collect information about individuals from a third party. Third parties may include family members, other health care services or medical and/or health professionals who have treated the individual. MetroRehab will only collect information about individuals from a third party if the individual has provided consent for this to occur or if it is not reasonable or practical to collect this information from the individual themselves.

Reasons personal information is collect

8. MetroRehab Hospital collects information about individuals who may require rehabilitation services. Information is collected and stored for the following reasons:

- 8.1. To understand the individuals need for medical, health and rehabilitation services
- 8.2. To be able to contact the individual to be able to provide information, assessment or advice on the rehabilitation services that can be provided by MetroRehab Hospital
- 8.3. To administer and manage the provision of rehabilitation services and associated services such as health fund claiming and billing, catering services etc
- 8.4. To improve the quality of services provided by MetroRehab Hospital
- 8.5. Where legally required.

How personal information is used

9. MetroRehab Hospital uses and discloses an individual's personal information for the primary purpose of providing rehabilitation services to that individual. This includes:

- 9.1. Sharing of information by the treating multidisciplinary rehabilitation team
- 9.2. Provision of information about further treatment options to the individual
- 9.3. Referral to other clinicians and service providers for diagnostic tests, treatment and/or services (i.e. pathology, radiology, community services)
- 9.4. Suppliers or manufacturers of specialised equipment or prostheses if such equipment is required as part of an individual's rehabilitation treatment
- 9.5. Providing information to an individual's General Practitioner (GP) in the form of a discharge summary following admission to MetroRehab Hospital. Individual's must advise MetroRehab Hospital if they do not want their rehabilitation discharge summary sent to their GP.
- 9.6. Conveying information to a responsible person(s) (e.g. next of kin, spouse, close family members, guardian, power of attorney). Individual's must advise MetroRehab Hospital if they do not want their personal information to be disclosed to another person(s).
- 9.7. Providing information to other medical practitioners or health care facilities who require an individual's health care record. In this instance, individuals must complete the 'Request to Release Patient Information Form' and authorise the release of their information.
- 9.8. Providing information to other medical practitioners or health care facilities in the event of a medical emergency where the individual's life is at risk. MetroRehab Hospital may release this information without the individual's consent.
- 9.9. Sharing of information to contractors where MetroRehab Hospital may outsource or contract out any professional services. In this instance, the contractors will be required to comply with the Privacy Act 1988, other relevant privacy legislation and MetroRehab Hospital's Privacy Policy.
- 9.10. Provision of pastoral care services when requested by the individual and with their expressed consent.
- 9.11. Business improvement activities such as quality insurance processes, clinical audits, accreditation, risk and claims management, complaint management, patient satisfaction surveys, staff education and training.

- 9.12. Liaison with an individual's nominated health fund, Medicare, the Department of Veteran's Affairs and insurers when required to verify treatment provided to individuals
- 9.13. Invoicing, billing, account management and debt recovery.
- 9.14. Legislative and regulatory compliance.
- 9.15. In response to Court or Tribunal orders.
- 9.16. Addressing liability and indemnity arrangements including required reporting to MetroRehab Hospital's insurer and legal representatives.
- 9.17. Preparation for existing or anticipated legal proceedings.
- 9.18. Research, compilation or analysis of statistical information relevant to public health and safety.
- 9.19. Camera surveillance systems for the purpose of maintaining safety and security of MetroRehab Hospital's patients, staff, visitors and others in attendance at MetroRehab Hospital. CCTV footage may, but not always, be collected and stored. MetroRehab Hospital will comply with the APPs and this Privacy Policy in relation to personal information collected by CCTV systems.
- 9.20. MetroRehab Hospital may also use your personal information for other purposes such as marketing, fundraising or research however only if the individual has granted their express consent for their information to be used for these purposes.

10. MetroRehab Hospital however may also use an individual's personal information if one of the following scenarios applies:

- 10.1. A secondary purpose that is related to the primary purpose the individual has provided the information to MetroRehab Hospital. In this instance the individual would expect MetroRehab Hospital to disclose the information or MetroRehab Hospital has informed the individual that their personal information will be disclosed to other individuals, services or agencies (e.g. referral to another medical specialist; referral for community services post discharge etc)
- 10.2. The individual has provided consent for MetroRehab Hospital to disclose their information for another purpose
- 10.3. MetroRehab Hospital is required by law to disclose the individual's personal information
- 10.4. The disclosure of an individual's personal information will prevent or reduce the serious and imminent threat to another person's life or health
- 10.5. The disclosure of an individual's personal information is reasonably necessary for criminal law enforcement or any other law imposing penalty or sanction or for the protection of public revenue.

11. MetroRehab Hospital also collects information of applicants applying for positions at MetroRehab Hospital. This information is collected for the primary purpose of assessing and engaging suitable applicants. The personal information of job applicants is also used for managing the person's employment or engagement, insurance purposes, ensuring relevant contact information is held by MetroRehab Hospital and satisfying legal obligations. The personal information of all job applicants may be stored for the purpose of future recruitment.

12. MetroRehab Hospital also collects information from medical practitioners and health professionals seeking accreditation to practice at MetroRehab Hospital. These professionals seek credentialing under the Hospital By Laws. Information collected, used, stored and

disclosed for this purpose if for the purpose of fulfilling MetroRehab Hospital's obligations under the Hospital By Laws.

Storage of individuals personal information

18. MetroRehab Hospital stores personal and health information in paper and electronic forms. MetroRehab takes all reasonable steps to insure the personal and health information of individuals is protected from misuse, loss, unauthorised access, modification or unauthorised disclosure. Methods of ensuring safe and secure storage of individuals personal and health information include:

- 18.1. Requiring MetroRehab Hospital staff to maintain confidentiality as outlined in hospital policy documents and required under relevant professional code of ethic and code of conduct documents
- 18.2. Secure document storage
- 18.3. IT security measures
- 18.4. Only permitting access to personal and health information once the required authorisation has been obtained from the individual and the individual has satisfied identification requirements.

19. MetroRehab Hospital retains personal and health information for the period of time required by law. Once this information is no longer required, MetroRehab Hospital destroys or permanently de-identifies the information in a secure manner.

Quality and accuracy of personal information

20. MetroRehab Hospital takes all reasonable steps to ensure that the personal and health information of individuals it collects, stores and discloses is accurate, complete and up to date. This however is largely dependent on the information provided to MetroRehab Hospital. Individuals have a responsibility to notify MetroRehab Hospital of any changes to their personal information or if there are any errors in their information. To do this individuals should contact MetroRehab Hospital.

Access and correction of personal information

22. Under the Privacy Act 1988, individuals have a right to access and/or amend their health information contained in their health record if it is out of date, incomplete, irrelevant or misleading. The health record itself however remains the property of MetroRehab Hospital.

23. To access their health record, individuals should contact the Director of Nursing at MetroRehab Hospital. Contact details are as follows:

- 23.1. Mail: Director of Nursing, MetroRehab Hospital, 275 Addison Rd, Petersham, NSW, 2049.
- 23.2. Email: DON@metrorehab.com.au
- 23.3. Telephone: (02) 8585 4900 and ask to speak to the Director of Nursing
- 23.4. Fax: (02) 9564 3064 with attention to the Director of Nursing.
- 23.5. Once the request to access or amend information is received, the Director or Nursing will advise the individual of the procedure.
- 23.6. MetroRehab Hospital will endeavour to access, provide or amend information within 30 days of the request being received.

24. If an individual would like their health record amended, they can request the changes. MetroRehab Hospital will permit the requested changes unless there is a reason under the Privacy Act 1988 or other relevant law in which the information cannot be changed. If MetroRehab Hospital does not agree to change the information contained in an individual's health record, it will permit the individual to make a statement of the requested changes and will enclose the statement within the health record.

25. MetroRehab Hospital may charge individuals a fee for collating and providing access to their personal and health information.

Making a query or complaint about privacy issues

26. If an individual believes that MetroRehab Hospital has breached their privacy rights, has concerns about MetroRehab Hospital's personal and health information handling practices or would like to further discuss MetroRehab's Privacy Policy, they can contact the Director of Nursing who will try and answer any questions or respond to the complaint. The Director of Nursing at MetroRehab Hospital can be contacted as follows:

- 26.1. Mail: Director of Nursing, MetroRehab Hospital, 275 Addison Rd, Petersham, NSW, 2049.
- 26.2. Email: DON@metrorehab.com.au
- 26.3. Telephone: (02) 8585 4900 and ask to speak to the Director of Nursing
- 26.4. Fax: (02) 9564 3064 with attention to the Director of Nursing

27. Should the individual not be satisfied with MetroRehab Hospital's response to their privacy relation questions or resolution of their privacy complaint, they have a right to make a complaint to the Privacy Commissioner. Further information on how to make a complaint to the Privacy Commissioner can be obtained at <http://www.oaic.gov.au/privacy/privacy-complaints>

Cross border disclosure of personal information

28. MetroRehab Hospital currently operates only within Australia however may enter into arrangements with third parties outside of Australia in the future. In this instance, MetroRehab will take all reasonable steps to ensure that third parties do not breach the APPs and Privacy Act 1988. This would include binding third parties to privacy obligations that are the same as those which MetroRehan Hospital is required to legally uphold and to ensure that all third parties have security measures approved by MetroRehab Hospital.

Website Privacy

29. MetroRehab Hospital is also committed to protecting the online privacy of individuals who access our website www.metrorehab.com.au. We aim to ensure that information provided to us online is handled in a secure, confidential and efficient manner. By accessing the MetroRehab Hospital website, individuals are accepting the terms and conditions of its use, including the consent to the collection and use of personal information and MetroRehab Hospital's right to amend our online privacy statement from time to time. We encourage individuals to regularly review the online privacy statement.

Information collected on the MetroRehab hospital website

30. MetroRehab Hospital does not attempt to identify individual users visiting our website and personal information is not collected unless the individually specifically provides this information to MetroRehab Hospital.

31. MetroRehab Hospital may collect personal information from individual website users if it is provided by the individual themselves. This may be provided in one of the following ways:

- 31.1. Individual submits an online enquiry via our website contacts page
- 31.2. Individual completes a get well message for a patient of MetroRehab Hospital
- 31.3. Individual emails a written query or complaint to our Director of Nursing

When an individual completes an online form it is deemed that they have granted MetroRehab Hospital consent to use the personal information provided for the purposes prescribed (e.g. responding to online query or compilation of our databases and research for marketing purposes).

32. MetroRehab Hospital's Internet Service Provider (ISP) does not collect or record any information in relation to individual website users from the MetroRehab Hospital website. Individual users however should be aware that their website browser may track and record information on individual users.

33. MetroRehab Hospital is obliged to allow law enforcement agencies and other government agencies with relevant legal authority to inspect MetroRehab Hospital's ISP logs if an investigation being conducted requires such an inspection.

34. MetroRehab Hospital may pass on depersonalised statistical and demographic information to third parties and government agencies. We do not pass on personal information to third parties unless required to by law – refer to 33.

35. MetroRehab Hospital will endeavour to keep your personal information up to date and secure. Individuals are advised to inform the hospital if there are any details which have been accidentally recorded incorrectly. Individuals can do this by notifying us in an email to DON@metrorehab.com.au or via an online query. MetroRehab Hospital will endeavour to correct individual's personal information within 3 business days of being notified in writing by the individual.

Use and disclosure of personal information collected on the website

36. MetroRehab Hospital will only use personal information of individuals collected via the hospital website for the purposes the individual has provided this information. MetroRehab Hospital will not use or disclose the personal information of individuals to anyone else or any other organisations unless:

- 36.1. The individual has consented for their personal information to be used or disclosed for another purpose
- 36.2. The individual would expect or MetroRehab Hospital has informed the individual that their personal information will be used for a secondary purpose
- 36.3. MetroRehab is required or authorised by law to disclose the information

- 36.4. The use or disclosure of information would prevent or lessen a serious and imminent threat to a person's life or health
- 36.5. The use or disclosure of information is necessary for law enforcement functions or for the protection of public revenue.

37. If an individual provides MetroRehab Hospital with their email address it will only be used for the purpose in which the individual provided it to us for. MetroRehab Hospital will not add individual's email addressed to a mailing list or disclose the email address to another party unless consent is provided by the individual.

Links to third party websites

38. MetroRehab has provided relevant links to other sites of interest however MetroRehab Hospital does not make any warranties or representation as to the quality, currency and accuracy of information on any other sites. Individuals are encouraged to view the terms and conditions, privacy and security statements on all other linked sites.

Website security

39. MetroRehab is committed to protecting the online security of personal information of individuals. MetroRehab Hospital uses technology and has implemented processes to protect the privacy and security of information (e.g. firewalls, password protection, back up processes).

40. MetroRehab Hospital will take all due care in protecting the security, confidentiality and privacy of personal information submitted online by individuals however we cannot guarantee our systems will be completely free from third party interception or damage to information caused by viruses.