

## What you can expect

- We need your consent to collect information about you.
- We need information from you to be able to provide you with reliable results and your doctors with helpful advice.
- We will be fair in the way we collect information.
- Most information is collected at the time that a pathology request is written out by your doctor. Your doctor will generally explain why he or she is recording the information and where it is going to.
- Where you visit a pathology collection centre and more information is sought you will be asked if it is OK to collect that information.
- Pathology practices have their record systems inspected for laboratory accreditation and they must be reliable and secure.
- The best way to get your results is in consultation with your doctor so they can be explained in the context of your health care.
- You may, however, request access to information we hold about you.
- You may discuss any concerns you may have about how we handle your information. You should speak to your pathology practice first. Contact information is provided on the back page.
- More information about the pathology information life cycle is given inside...

## Further information & complaints



PRIVACY OFFICER - (07) 3377 8666 [privacy@snp.com.au](mailto:privacy@snp.com.au)  
Toll Free 1800 777 877 for callers outside the Brisbane area

Enquiries about obtaining copies of pathology results:  
PATIENT RESULTS ENQUIRY – (07) 3377 8756  
Toll Free 1800 777 877 Ext 8756 for callers outside the Brisbane area  
Monday to Friday 9.00am – 5.00pm, excluding public holidays

**AAPP [www.aapp.asn.au](http://www.aapp.asn.au)**  
**Federal Privacy Commissioner – Hotline 1300 363 992**  
**[www.privacy.gov.au](http://www.privacy.gov.au)**

This brochure has been produced by the Australian Association of Pathology Practices (AAPP) for its members. The AAPP believes but makes no warranty that this reflects best practice under the National Privacy Act.



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### Address

134 Whitmore Street  
Taringa Queensland 4068

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### Patient Services Support Centre

Phone (07) 3377 8747



Sullivan  
Nicolaides  
PATHOLOGY

# Privacy and Pathology

## Our Policy – To Protect You

Pathology is a specialist medical service.

The quality of our service depends on information, including what we collect from you.

This brochure shows what you might expect from this pathology practice under the National Privacy Principles.



Sullivan  
Nicolaides  
PATHOLOGY

# The National Privacy Principles

## Protecting privacy throughout the **PATHOLOGY** information life cycle

### Information comes from

- Individual (subject)
- Requester (and staff)
- Responsible person
- Other health service providers including hospitals, clinics and other pathology practices
- Internal records
- Insurers and institutions
- Government instrumentalities including Department of Veterans' Affairs, Transport Accident Commission (Vic), Workcover, Prison, Police, Courts...
- Organisations e.g. commercial and occupational health such as in mining

### Collecting Information

Pathology is a specialist medical service.

#### NPP 1 - Collection

Information is collected to:

- Link pathology reports to individuals and their health care providers
- Ensure appropriate testing
- Make a diagnosis and interpret results
- Seek confirmation or to fulfil testing requirements from third parties where appropriate
- Have available for future reference in determining trends or significant changes
- Allow billing and payments
- Fulfil regulatory and public health requirements
- Assure quality and improve processes

#### NPP 10 - Sensitive Information

Sensitive information is collected, stored, used and accessed with due regard for privacy in accordance with the 'Privacy Policy in Community Pathology' published by the AAPP

- An individual can choose to suppress some information and to limit the transfer of reports to specified parties
- In some circumstances, responsible persons can give consent for individuals

#### NPP 8 - Anonymity

An individual may have a test anonymously but this can be dangerous. An individual choosing to do this must be aware of the potential consequences including that:

- Diagnosis and advice may be seriously impaired with consequent adverse medical outcomes
- There may be a mismatching of the individual's results
- There must be an acceptance that there is a consequent limitation to the liability of the pathology practice
- It may result in breakdown in good public health practice
- It cannot be claimed under Medicare

### Storage and Maintenance

#### NPP 3 - Data Quality

- Every effort is made to keep an individual's information accurate, up to date and complete
- You are entitled to see your records and change them to improve the accuracy of the information

#### NPP 4 - Data Security

- Pathology information has restricted access and any changes are tracked
- Accreditation of pathology laboratories requires physical and electronic security of information

### Access (by the individual)

#### NPP 6 - Access and Correction

- The preferred way to get your pathology results is in consultation with your doctor, where results can be explained in the context of your health management
- Individuals do, however, have the right of access to their pathology records
- A written request is required and, depending on how old the information is, there may be a charge
- Information collected or generated before 21 December 2001 may not be available
- To protect your privacy, individuals may require positive identification

### Use of Information and Disclosure

Use of information within the organisation and disclosure to third parties

#### NPP 2 - Use and Disclosure and NPP 9 - Transborder Data Flows

- Information is used within the laboratory for producing results and advice and delivering these to your specified health providers
- In the routine pathology process, health information may be disclosed to another provider for the purposes of getting a second opinion or, where the test is a special one, the test (with the associated information) may be referred to another more appropriate laboratory
- In very rare instances this may be outside of Australia, in which case your privacy will continue to be protected
- There are some statutory requirements for reporting test results to registries
- Information is used for billing

#### NPP 7 - Identifiers

- Government identifiers are used where necessary for billing
- Any identity information may be used by a pathology practice to ensure that an individual and their results are linked in confidence

### Openness NPP 5 - Openness

The Australian Association of Pathology Practices (AAPP) and its members have produced a document 'Privacy Policy in Community Pathology' describing best practice in privacy in this area. The AAPP believes the policies are compliant with the Privacy Amendment (Private Sector) Act 2000. This diagram is an extract.