

## **SWSLHD Privacy Management Annual Report 2012-2013**

South Western Sydney Local Health District (LHD) continues to meet its privacy obligations through appropriate governance and the provision of privacy information, training and support to staff. Oversight for monitoring compliance with privacy legislations is provided by the Chief Executive with assistance from the Privacy Contact Officer.

South Western Sydney LHD provides ongoing privacy information and support to the general public and staff through:

- A website which provides access to:
  - NSW privacy legislation
  - NSW Health privacy policies (Privacy Management Plan and Privacy Manual)
  - External resources including Privacy and Information Commissioners; and
- Provision of privacy awareness at staff orientation
- Provision of privacy awareness during training for access to electronic systems.
- A privacy declaration form is signed by all employees who are granted access to South Western Sydney LHD systems, acknowledging their privacy obligations
- Provision of privacy training, available as either an online or face to face training programs
- Access to privacy information posters and patient information brochures, copies of which are available for patients/clients attending as well as staff working in South Western Sydney Local Health District facilities/services
- All Medical Record Departments have a designated officer with privacy training who can assist with enquires and provide advice when required

The Privacy Contact Officer provides policy and compliance support and advice to staff and patients particularly in relation to electronic health records and access to, and disclosure of personal health information.

### **Internal Review**

The *Privacy and Personal Information Protection Act, 1998* provides a framework for managing privacy complaints relating to this Act and to the *Health Records and Information Privacy Act, 2002*. This process is known as 'Internal Review'

One application was received for an internal review this reporting period.

Complaint was received in July 2012 and completed in September 2012. The complaint concerned the breach of the Health Records and Information Privacy Act 2002. The following Health Protection Principles (HPPs) were applicable:

- HPP 7 (Access)  
An agency or organisation must allow a person whose health information is held by the agency, access to that information without unreasonable delay or expense.

- HPP 8 (Amendment)

An Agency that holds health information must, at the request of the individual to whom the information relates, make appropriate amendments (whether by way of corrections, deletions or additions) to ensure the health information is accurate, relevant and complete.

The internal review found that the applicant was provided a copy of the medical records when requested and there was no breach of HPP 7. However, the record was not complete in that it lacked a specific detail of health information. The applicants contact with the agency in regards to this issue was misinterpreted and there was delay in completion of amendments required.

The findings of the Internal Review concluded that there was a breach of HPP 8. The applicant's record has now been amended to include the missing information.