

## Fundraising ?

The Mercy University Hospital Foundation supports the organisation through fundraising activities and may send you a newsletter or information on the work they do. You may be asked if you would like us to pass on your details to them, it will be your choice. They can be accessed online at

<https://www.mercyfundraising.ie>

If you do not wish to receive this information please contact the Fundraising Department on (021) 427 4076. Fundraising staff do not have access to your health information.

## Research ?

One of your treating health professionals may write to you about a research study that you may be eligible to join. You can choose if you would like to be involved.

This information may also be used for research that will help provide better healthcare for the community. Researchers must follow strict guidelines and maintain the confidentiality of the information they access. No personal, identifiable information will leave the organisation for research without your prior consent.

## Will anyone else receive information about me?

In some circumstances, laws obligate us to release personal information about you.

Examples of this include:

- Presentation of your medical record as evidence in court when subpoenaed
- Compulsory reporting to Department of Health and Health Service Executive, Cancer Register, Population Health

We may use or disclose patient information for other purposes required for the operation of the organisation, including safety and quality improvement initiatives (patient satisfaction survey), SMS Reminders, and billing.

**For example**, where relevant, we may need to disclose patient information to private insurance companies, accreditation organisations or the Department of Public Health.

## How can I access my information ?

You have the right to make a written application for access to your medical record and personal information held by the Mercy University Hospital. A small administration and copying fee may be charged.

If there is information in the record that you believe is incorrect, you have the right to request that it be corrected. Please contact the Freedom of Information Office on 021-493 5538.

Under the legislation, in special circumstances, access to your personal information may be declined (for example, where giving access would put you or another person at risk of harm)

## What should I do if I have a complaint about the privacy of my health information?

If you have any questions regarding what happens to the information about you, please speak to the Healthcare Records Manager on (021) 4935349.

If you wish to make a formal complaint regarding the privacy of your information please contact the Data Protection Office via email at [gdpr@muh.ie](mailto:gdpr@muh.ie)

## Mercy University Hospital

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Tel: (021) 4271 971

Email: [gdpr@muh.ie](mailto:gdpr@muh.ie)

[www.muh.ie](http://www.muh.ie)

MUH2018 Ver1.0



# Mercy

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Compassion Excellence Justice Respect Team Spirit

## Data Privacy Summary

Mercy University Hospital (MUH) treats your privacy and the security of your information very seriously and will take all reasonable steps to protect them.

### Information governance

We are committed to the development of our Information Technology infrastructure and have systems in place to support greater analysis of information enabling improved understanding and more informed decisions for better patient outcomes. The hospital's strategic plan is to invest in systems that facilitate information flow within the hospital enabling more efficient access and analysis.

### Confidentiality and Data Protection

While supporting easier access to information, the hospital values confidentiality as a core personal right of every citizen and safeguarding confidentiality is paramount within the systems and processes being developed. We take our obligation to protect our patients' and employees' privacy very seriously. Continuous compliance with Data Protection legislation

ensures that all information is handled sensitively and confidentially, in accordance with the General Data Protection Regulation (GDPR) 2018, Freedom of Information Act 1997 and 2003, Data Protection Acts 1998 and 2003, Professional Codes of Practice and all other relevant legislation.

### **Information Security**

The security of information is an integral part of the day to day operation of the hospital. The protection of patient confidential information applies to oral, written and electronic forms. Hospital computer equipment and systems that are necessary to facilitate the provision of hospital business are adequately protected against any action that could adversely affect the hospital in its delivery of service.

Any third party associates, e.g. students, vendors, researchers, volunteers, etc., must also comply fully with GDPR and all other relevant legislation.

### **What Information does Mercy University Hospital collect?**

When you become a patient of the Mercy University Hospital, a record is made containing information such as your name, address, date of birth, emergency contacts, GP contact details, the nature of the problem for which you seek treatment, investigations, treatment and advice you were given and other information relevant to your care. In some instances, it may be necessary to collect information about you from your next of kin, relatives or carers. Every time you attend the hospital, new information is added to your record. Please let admissions staff or relevant medical secretary know if you're contact details or your local doctor's contact details have changed since your last admission.

### **Why is the Information collected ?**

We only collect information that is needed to ensure your best possible care and to manage your care effectively. Your previous medical history will help us to identify which treatments are likely to be safe and effective for you and also to help reduce the likelihood of repeating tests that you have had in the past. We use your contact information for written correspondence, appointments or mobile number for SMS (texts) to remind you of an appointment.

We ask that you provide us with accurate and complete information. If you do not want the Mercy University Hospital to collect information about you, you will need to tell us and we can explain any consequences of your decision for your health care.

We are a values-based organisation and are committed to upholding the principles of the GDPR 2018.

### **How is my information protected ?**

We record and update information about you in both hard copy and electronic form. When not required for your clinical care, your hard copy medical record is kept securely within our Medical Records Department or designated offsite storage facility.

Information about you is also located within the organisation's password-protected computer system and is available to healthcare professionals who are involved in your care.

We maintain strict policies regarding who has the authority to access your personal information. All our staff are bound by a formal code of conduct about the confidentiality of your information.

We educate and monitor staff to ensure information is handled confidentially and with respect and care.

### **Who else might have information about me ?**

We work closely with other Healthcare Service providers national and in the South South West Hospital Group (SSWHG).

To help coordination of your clinical care, reduce the need to repeat tests and other clinical assessments and to reduce the need for you to give the same information again to other people involved in your care, if you attend another facility within SSWHG, relevant information about you may be made available to healthcare professionals at that facility.

We may also provide your health information to other practitioners who form part of the treating team involved in your care. If you do not want us to provide your health information for this purpose, you will need to discuss with your primary treating clinician at or soon after your admission.

### **Who else might receive information regarding my care and treatment?**

#### **Your local doctor (GP)**

We send a letter to your local doctor or referring hospital when you go home after an admission. The letter summarises your time at the Mercy, your medication and any special instructions your doctor needs to know.

Sometimes your local doctor will contact the hospital for additional information about your treatment. In this situation, we will only release information to the doctor whom you have specified as your local doctor on your patient admission form.

#### **Other hospitals or new doctors**

Another hospital or a new local doctor may contact us to obtain information about you, so that they can treat you safely and effectively. We will release personal information about you to assist with your care after confirmation of the identity and purpose of the request with the person requesting your health information

#### **Your Private Health Insurer**

We will contact the Insurer that you have nominated to confirm your membership and level of cover and any costs associated with expected treatments or procedures. We will then be able to advise you of any 'out of pocket' expenses and any 'exclusions' that may be attached to your policy.

#### **Community Health and Support Services**

You may need support services when you go home. We will release relevant information to enable these services to provide their support and continue your care.

#### **Relatives, next of kin and/or significant other(s)**

General information about your condition may also be provided to your next of kin, a near relative and/or significant other(s), unless you request otherwise.