

Fundraising

The Mercy University Hospital Foundation supports the hospital through fundraising activities and may want to send you a newsletter or information on the work they do. You may be asked by the Foundation if you would like the hospital to pass on your details to them, it will be your choice. The Foundation can be accessed online at: <https://www.mercyfundraising.ie>.

If you wish to stop receiving information from the Foundation, please contact the Fundraising Department on (021) 427 4076. Please note that Fundraising staff do not have access to your health information.

Research

Undertaking research is an important part of providing quality healthcare. Clinical staff members are actively encouraged to participate in research studies. Your participation in a research project will only take place with your explicit consent. You can choose whether or not to be involved.

Clinical Audit

MUH is a teaching hospital and clinical audit is one of the ways healthcare professionals check that the care they provide to patients is safe and up-to-date. This is called evidence-based practice. Healthcare professionals conduct clinical audits as part of their professional responsibilities to ensure that you receive the highest quality care. If the audit results show areas that could be improved, then changes are made and the audit may be repeated to monitor progress. The hospital takes part in both internal and national audits. Any of your data which is used for audit purposes is anonymised. Your personal data will not be made public.

Will anyone else receive information about me?

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

Some examples of this include:

- Presentation of your healthcare 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 healthcare record and personal information held by 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

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Tel: (021) 4271971
Email: gdpr@muh.ie
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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 Control

The hospital's strategic plan is to invest in systems that facilitate information flow throughout the hospital network 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.

We take our obligation to protect our patients' and employees' privacy very seriously. Continuous compliance with data protection regulation ensures that all information is handled sensitively and confidentially, in accordance with the General Data Protection Regulation (GDPR) 2018, Freedom of 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 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 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 Mercy University Hospital to collect / process information about you, you will need to tell us and we can explain how your decision may affect 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 healthcare record is kept securely within our Healthcare Records Department or designated offsite storage facility.

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

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

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 nationally and in the South/South West Hospital Group (SSWHG) including HSE, GPs, nursing homes and other medical organisations all governed under GDPR.

If you attend another facility within the SSWHG or another organisation named above, relevant information about you may be made available to healthcare professionals to help coordinate 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. We may also provide your health information to other practitioners who form part of the treating team. If you do not want us to provide your health information for this purpose, you will need to discuss this with your primary treating clinician at or soon after your admission and he / she can explain how your decision may affect your care.

Who else might receive information regarding my care and treatment?

Your local doctor (GP)

After an admission and upon discharge, we send a letter to your local doctor or referring hospital. The letter informs them of 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 health care professionals

Another hospital or health care professional 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 confirm your insurance is valid online with the nominated insurance company you have advised and that your policy covers MUH. However, it is the responsibility of the patient to ensure that the proposed procedure is covered by their private health insurer.

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, personal carers and/or significant other(s)

Information regarding your health condition will not be shared with the above unless you give us permission to do so.