

Pathology Queensland Visitor Confidentiality Protocol

1. Purpose

This document outlines the Pathology Queensland Visitor Confidentiality protocol and other information for visiting staff.

2. Scope

This protocol shall apply to all visitors including students who work in Pathology Queensland and who have access to patient and operational information.

3. General Information

Anyone working or completing a student placement within Pathology Queensland is responsible for maintaining the privacy of patients and patient information. Every person holds a position of trust in this matter. Breaching this responsibility constitutes an offence under Section 63 of the Health Services Act 1991. Section 63 imposes a broad duty of confidentiality on Queensland Health employees and others; see Appendix 1.

4. Actions

Supervisory staff shall ensure that any visitors, for example students, shall have the Department of Health and Pathology Queensland confidentiality requirements explained to them and retain a copy of the signed Statement for their records.

References below provide further information for staff and visitors if required.

5. Records

Copy of signed confidentiality protocol.

6. References

QH Code of Conduct
QH confidentiality Protocol

7. Amendment History

QIS2 Edition			
Version	Date	Updated by	Amendments
1	July 2009	L Higginson	New Document based on QIS 21958
2	July 2011	L Higginson	Add new C of C hyperlink and formatting changes
3	July 2013	L Higginson	Update template remove outdated links
4	June 2015	L Higginson	Change template and remove out dated links

8. Appendices

- 1 Visitor Confidentiality Protocol
- 2 Other Information for Visitors
- 3 Statement to be Completed by Visitor

8.1 Visitor Confidentiality Protocol

As a visitor to Queensland Health, you have an obligation to keep certain information confidential. (That is, not to disclose it to anyone else, including other staff members of Queensland Health, unless one of the exemptions set out below applies):-

- 1 Information that identifies a person who is receiving or has received a public sector health service.
You can disclose this type of information if:
 - a you are expressly authorised or permitted under any Act or required by operation of law;
 - b you have the prior consent of the person, or if they have died, their senior available next of kin;
 - c the information concerns the condition of the person; and
 - i is communicated in general terms by a health professional in accordance with ethical standards; or
 - ii is communicated by a medical staff member to the next of kin or near relative of the person in accordance with ethical standards;
 - d the information is given to the Australian Red Cross Society for the purpose of tracing blood or the donor or recipient of blood;
 - e the information is required in connection with the further treatment of the person in accordance with ethical standards;
 - f it is requested by an official and it is relevant to the performance of the official's functions.
 - g you give the information to another Queensland Health Staff member who is authorised by the Director-General to receive the information **and** the information is in relation to a funding arrangement or required under an agreement with the

Commonwealth or another State that has been prescribed by regulation for the purposes of s.63 of the *Health Services Act 1991*.

- 2 Information about confidential affairs and concerns of the Department and its business matters including personnel files, financial transactions and business records.

You can disclose this type of information:

- a if that is required in the performance of your duties;
- b to another staff member or the Court for the purpose of complying with a subpoena or other court ordered access, managing legal action or a compulsory request for information under any other Act (e.g. FOI Act);
- c if you are directed or authorised by the Director-General.

If you have any queries about your duty of confidentiality, including queries about access to records by non-authorized persons, you should consult your supervisor.

8.2 Other Information for Visitors

- It is a requirement that an identity badge, issued to visitors at commencement, be worn at all times whilst on duty within the laboratory/hospital complex.
- Queensland Health accepts no liability for loss of or damage by fire, theft or any other circumstances in relations to:
 - a Personal property and effects stored on any Queensland Health properties; or
 - b Damages sustained to private motor vehicles whilst being driven or parked on Hospital property.

Therefore, it is the responsibility of each visitor whether living in or out, to ensure all personal property stored on Hospital premises be clearly labelled with owner's name and to take out appropriate insurance cover.

- Visitors to Queensland Health Pathology Service must comply with the parking regulations of the hospital in which they are located.
- Queensland Health has a "No Smoking" policy which all visitors are required to adhere to. Appropriate signs are erected throughout hospitals clearly indicating the Queensland Health smoking policy. Visitors are permitted to smoke only in official breaks, and only then outside Hospital buildings in designated places.

8.3 Statement to be completed by Visitor

I, _____ acknowledge I have a responsibility to adhere to these requirements and am required to behave in a professional manner towards the staff and clients of Pathology Queensland I acknowledge that I have a duty of confidentiality under s.63 of the *Health Services Act 1991* and in relation to the business affairs and concerns of the department.

Signature:

Date / /