

Protecting your Privacy at SEPC

At South East Palliative Care, we understand that information about you is personal, and because of this we strive to maintain your privacy and the confidentiality of your information. We continuously seek to safeguard your information through administrative, physical and technical means, and by abiding by the relevant privacy laws and guidelines.

We use information for the following purposes:

Treatment

An important part of offering palliative care services is the provision and collection of information that is a necessary part of ensuring that the best care possible is provided by South East Palliative Care.

We collect a range of information covering medical conditions, health care and related support needs and care wishes that have been provided to us by patients, families, carers, doctors and other health care professionals.

SEPC works in partnership with community health providers including the Royal District Nursing Service and needs to share information in our possession concerning people's care. SEPC staff will discuss with patients, families and carers, prior to sharing information, what needs to be shared and why.

Any information people do not wish to be disclosed will be treated as strictly private and confidential.

Service and Sector Improvements

Personal information is used to improve the services we offer, to train staff and students, for business management and quality improvement both within South East Palliative Care and within the wider palliative and health care sectors. All identifying details are removed before information is used in this way.

Freedom of Information

The legal rights of each individual (or legal representative) to access health information is assured, respected and enable under the Freedom of Information Act. A written request to access health information within a medical record is required by South East Palliative Care.

Information Storage

Personal information held by South East Palliative Care is stored securely on our password-protected computer systems or within our locked medical record cabinets. Only authorized staff have access to such information.

SOUTH EAST PALLIATIVE CARE
Specialist Health Care at Home

