

Access to your health records

There are three different methods of gaining access to your records;

- Administrative Access – request in writing or
- The Freedom of Information Act 2014 (FOI) or
- The Data Protection Acts 1988, 2003 & 2018

You are required to write to the hospital, unit or service in question, providing satisfactory evidence of identification.

Amendment of Records

Inaccurate personal data may be corrected under either the FOI or Data Protection Acts, without payment of a fee. Write to the service concerned setting out your reasons for seeking a correction or amendment.

Data Protection

The Health Service Executive, as the Data Controller, is obliged to register with the Data Protection Commissioner and list the various forms of systems for collecting your personal information. This registration is updated annually and may be seen at www.dataprotection.ie

If you have any queries in relation to Data Protection or other issues around the security of your personal information, please contact:

**Consumer Affairs Department,
HR Building,
Merlin Park University Hospital,
Galway.**

Tel: (091) 775373



Information leaflet

HEALTH RECORDS A GUIDE FOR PATIENTS

Mayo University Hospital
(094 9021733)



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

What information do we collect about you and why?

Your doctor and other health and social care professionals keep records about the treatment and care provided to ensure that you receive the best possible care. Information is held on paper and electronic records. Information we collect includes:

- Personal details about you, such as date of birth, address, next of kin, contact details (mobile phone number) etc.
- Notes and reports about your health needs
- Results of investigations, such as X-Rays and laboratory tests
- Relevant information from other health and social care professionals, your carers or relatives

What other use is made of your information?

The HSE provides statistical information to other organisations such as the Department of Health and Children, universities and other research institutions. The HSE will make sure that you cannot be identified by anonymising the information. If it is not possible to anonymise the information, you will be contacted for your consent.

Information we gather may be used to:

- Review the care we provide for you to ensure it is of the highest standard
- Carry out health research, training and development
- Investigate complaints, legal claims or adverse incidents
- Look after the health of the general public
- Provide information for planning so we can meet future needs for health and social care services
- Provide information to prepare statistics on Health Service performance
- Remind you of appointments by text messages.

How do we keep your records secure and confidential?

All staff working for the HSE have a legal duty to keep information about you confidential and all staff are trained in information security and confidentiality.

The HSE has a strict code of conduct in place to ensure that information about you is safe, whether it is held in paper or electronic format.

Sharing Information - within the HSE

Within the HSE, the clinical information collected by a doctor or other healthcare

professional is not passed on to others within the HSE, unless it is considered necessary for your health care or for one of the other reasons set out earlier (where possible, the personal information is anonymised).

Sharing information – outside the HSE

You may also be receiving health or social care from providers outside of the HSE, e.g. private or voluntary hospitals, specialists etc. In order to assist in this process, we may make referrals on your behalf requiring the need to share your personal information with those providers. We will only do so if there is a genuine need in order to ensure the highest quality of care is provided to you. We are careful only to share the information that is necessary for this purpose. Anyone who receives this information is also bound by confidentiality. The full list of those with whom personal data are shared may be found in our registration at www.dataprotection.ie.

In certain situations, we may have to disclose your personal information to other agencies, in accordance with legal requirements, i.e. Dept. of Social Welfare, Department of Health, TUSLA, the Courts etc., or in an Emergency.