

UCC Student Health Department Practice Privacy Statement

Practice Name	UCC Student Health Department
Practice Address	Ardpatrick College Road Cork
Practice Phone Number	021-4902311
Data Controller	Dr Michael Byrne
Lead for Data Protection	Ms Chris O'Brien

Student Health Department Privacy Statement

The Student Health Department wants to ensure the highest standard of medical care for our patients. We understand that a Student Health Department is a trusted community governed by an ethic of privacy and confidentiality. Our approach is consistent with the Medical Council guidelines and the privacy principles of the Data Protection Regulations. It is not possible to undertake medical care without collecting and processing personal data and data concerning health. In fact, to do so would be in breach of the Medical Council's 'Guide to Professional Conduct and Ethics for Doctors'. This document is to advise you of our policies and practices on dealing with your medical information.

Legal Basis for Processing Your Data

The Student Health Department has voluntarily signed up for the ICGP Data Protection Guideline for GPs. The processing of personal data in the Student Health Department is necessary in order to protect the vital interests of the patient and for the provision of health care and public health. You can access the Guideline at <http://www.icgp.ie/data>. In most circumstances we will hold your data after you leave UCC. There are exceptions to this rule and these are described in the Guideline referenced above.

Managing Your Information

In order to provide for your care here we need to collect and keep information about you and your health on our records.

- We retain your information securely.
- We will only ask for and keep information that is necessary. We will attempt to keep it as accurate and up to-date as possible. We will explain the need for any information we ask for if you are not sure why it is needed.
- You should inform us about any relevant changes that you feel we should know about. This would include such things as any new treatments or investigations being carried out that you feel we should be made aware of.
- Please also update any change of your address and phone numbers. Please ensure that these are accurate and updated by logging into the Student Portal, enter your student ID number, click on the student registration tab, go to address validation and update

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- All persons in the Student Health Department (not already covered by a professional confidentiality code) sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty.
- Access to patient records is regulated to ensure that they are used only to the extent necessary to enable the secretary or manager to perform their tasks for the proper functioning of the Student Health Department. In this regard, patients should understand that Student Health staff may have access to their records for:
 - Identifying and printing some repeat prescriptions for patients. These are then reviewed and signed by the Clinician concerned.
 - Generating a reprint of sickness certificate for the patient. This is then checked and signed by the Clinician concerned.
 - Typing referral letters to hospital consultants or allied health professionals such as physiotherapists, occupational therapists, psychologists and dieticians.
 - Opening letters from hospitals and consultants. The letters could be appended to a patient's paper file or scanned into their electronic patient record.
 - Scanning clinical letters, radiology reports and any other documents not available in electronic format.
 - Downloading laboratory results and Out of Hours Coop reports and performing integration of these results into the electronic patient record.
 - Photocopying or printing documents for referral to consultants, attendance at an antenatal clinic or when a patient is changing GP.
 - Checking for a patient if a hospital or consultant letter is back or if a laboratory or radiology result is back, in order to schedule a conversation with the Clinician concerned.
 - When a patient makes contact with the Student Health Department, checking if they are due for any preventative services, such as vaccination, ante natal visit, contraceptive pill check, cervical smear test, etc.
 - Handling, printing, photocopying and postage of medico legal and life assurance reports, and of associated documents.
 - Sending and receiving information via Healthmail, secure clinical email.
 - And other activities related to the support of medical care appropriate for Student Health support staff.

Disclosure of Information to Other Health and Social Care Professionals

We may need to pass some of this information to other health and social care professionals in order to provide you with the treatment and services you need. Only the relevant part of your record will be released. These other professionals are also legally bound to treat your information with the same duty of care and confidentiality that we do.

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Disclosures Required or Permitted Under Law

The law provides that in certain instances personal information (including health information) can be disclosed, for example, in the case of infectious diseases.

Disclosure of information to the University or other third party's such as, Insurance Companies and Solicitors:

- In general, University or Work related Medical Certificates from the Student Health Department will only provide a confirmation that you are unfit for University / Work with an indication of when you will be fit to resume to University / Work. If it is considered necessary to provide additional information we will discuss that with you. However, Department of Social Protection sickness certs for Work must include the medical reason you are unfit to work.
- In the case of disclosures to insurance companies or requests made by solicitors for your records we will only release the information with your signed consent and when photo id confirming your identity as the requestor/data subject has been confirmed.

Use of Information for Training, Teaching and Quality Assurance

It is usual for the Student Health Department to discuss patient case histories as part of their continuing medical education. In these situations, the identity of the patient concerned will not be revealed.

In other situations, however, it may be beneficial for other clinicians within the Student Health Department to be aware of patients with particular conditions and in such cases the Student Health Department would only communicate the information necessary to provide the highest level of care to the patient.

Your Right of Access to Your Health Information

You have the right of access to all the personal information held about you by the Student Health Department. If you wish to see your records, in most cases the quickest way is to discuss this with the Clinician concerned, who will review the information in the record with you. You can make a formal written access request to the Student Health Department and receive a copy of your medical records. These will be provided to you within thirty days or sooner, without cost.

<https://www.ucc.ie/en/media/support/studenthealthservice/1AccessHardCopyofMedicalRecordsinPerson.pdf>

Transferring to Another Practice

If you decide at any time that you wish your GP or Family Doctor or other treating Doctor to have access to your complete record, we will facilitate that decision by making available to your new doctor a copy of your records on receipt of your signed consent and with the relevant completed form completed by your new doctor. For medico-legal reasons we will also retain a copy of your records in this practice for an appropriate period of time which may exceed eight years.

<https://www.ucc.ie/en/media/support/studenthealthservice/2GPRequestTransferofMedicalRecordsPostalorEmailDelivery.pdf>

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Other Rights

You have other rights under data protection regulations in relation to transfer of data to a third country, the right to rectification or erasure, restriction of processing, objection to processing and data portability. Further information on these rights in the context of general practice is described in the Guideline available at <http://www.icgp.ie/data>. You also have the right to lodge a complaint with the Data Protection Commissioner.

Questions

We hope this leaflet has explained any issues that may arise. If you have any questions, please speak to the practice secretary or your doctor.