

# Your rights, responsibilities, privacy and personal information



BreastScreen SA (BSSA) aims to provide you with the best breast cancer screening services possible. Working with us and knowing information about your rights and responsibilities as a client of BSSA, as well as your privacy and personal records information, will ensure you have an informed and respectful experience with our organisation.

## Rights and responsibilities

### What are my rights?

As a client of BSSA, you have the right to:

- > a welcoming, friendly, high-quality service
- > view your own health care records and, if incorrect, have them amended
- > be treated with respect and be safe from abuse
- > be assured that only authorised personnel involved in your care have access to information about you and your care
- > receive information that is easy to understand and helpful
- > be given clear information about:
  - the screening process
  - the assessment process
  - procedures that may be conducted
  - who can provide you with your assessment results
  - referral options for any recommended treatment
  - the risks involved in breast cancer screening
- > ask questions about your screening mammogram and investigations

- > actively participate in improving the safety and quality of our service through feedback
- > provide feedback about the service you received
- > provide or withdraw consent for treatment at any time
- > have a family member, friend, carer or advocate with you
- > have an independent, professional interpreter if required
- > have your personal information treated confidentially.

## What are my responsibilities?

As a BSSA client, you also have responsibilities that can improve your experience with our service.

You have a responsibility to:

- > keep appointments and be on time – if you are running late or unable to attend, you must let us know
- > provide up-to-date information about any relevant medical history so that we can provide you with the best and safest care
- > ask questions so that you feel confident in making decisions about your care
- > tell us of your needs in a polite way
- > help in your own care by following any after care advice and notifying us if you have any problems following your appointment
- > let us know if you are worried or unhappy with any aspect of your visit to BSSA
- > inform us of any special needs you may have.

## How do I make a suggestion, compliment or complaint?

Suggestion cards are provided in each clinic waiting area for you to provide general feedback and compliments on the BSSA service. Please ask our friendly reception staff for more details.

If you would like to express your concerns about the service you have received, you can:

- > email BreastScreen SA on [BSSAenquiries@health.sa.gov.au](mailto:BSSAenquiries@health.sa.gov.au)
- > phone 08 8274 7100 to speak to one of BreastScreen SA's senior managers, who will be able to assist you further
- > write to the General Manager, BreastScreen SA at 167 Flinders Street ADELAIDE SA 5000

If you feel a complaint made by you to the BSSA service has not been satisfactorily resolved, you can contact the Health and Community Services Complaints Commission (HCSCC) on 08 8226 8660 or via [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au). The HCSCC provide a free, impartial and confidential service to consumers of a health, community or child protection service.

## How can I find out more?

You can see a full copy of SA Health's Consumer Rights and Responsibilities in our clinics, or visit [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au).

## Your privacy

BSSA maintains high accreditation standards that are needed to achieve our aim of reducing deaths from breast cancer through early detection. Several of these accreditation standards relate to the privacy of our clients.

## What information does BSSA need and why?

BSSA has been granted permission to obtain information (names, addresses, dates of birth, email addresses and phone numbers) from both Medicare and the Electoral Roll to identify South Australian women aged 50 and older. This information allows BSSA to invite eligible women to make an appointment for a free breast screen.

Information is collected from you (our client) when you attend for screening, allowing BSSA to correctly identify you and your records.

Further information is then collected from you regarding:

- > your family history of breast cancer – this allows BSSA to recommend whether you should be screened annually or two-yearly
- > any current breast symptoms and previous breast problems you may have – this enables BSSA to make recommendations to your doctor about future management after your breast screen
- > any investigations and treatment following your breast screen – this information is collected, with your consent, from external health providers to ensure you receive the most appropriate care
- > any investigations and treatment for breast cancer that is diagnosed between your regular breast screens – this information is collected from the SA Cancer Registry and allows BSSA to monitor the effectiveness of our service.

If you do not provide us with all the relevant information about yourself, BSSA may not be able to provide you with the best advice about your need for further investigations and future screening.

If you do not sign the BreastScreen SA pink Information and Consent for Screening form, we are unable to screen you.

### How is my information used?

Your personal details are used by BSSA to contact you when your breast screen is due and to inform you of your results.

Your nominated general practitioner (GP) or treating doctors will also be contacted to ensure you receive the most appropriate care.

Data is analysed so BSSA can monitor the quality of its service, and plan for future needs.

## How is my information stored?

Your information is stored securely within an electronic database. Privacy and confidentiality is strictly maintained, according to the *Health Act 2008* (sec 93) and *Mental Health Act 2009* (sec 106).

## Who has access to my information and why?

BSSA staff have access to information at the level that is required for them to perform their duties and provide the best possible breast screening service for you.

Your nominated doctor is provided with the results of your screening visit if you have provided us with their name and given your signed consent.

Your nominated doctor and treating specialist(s) are provided with information about you if you need investigation or treatment for breast cancer.

The SA Cancer Registry is notified of all cases of breast cancer. This is required by law.

Data is used to collect statistics for quality assurance and for monitoring and evaluation of the BSSA program. Reports produced from this data may be provided to BreastScreen Australia and government health departments. Information may be used for ethically approved research purposes. It is not possible to identify individuals from these published reports in any way.

## Accessing your personal records

When you visit one of our screening or assessment clinics, we keep a record of your visit and the results of your mammogram and/or assessment procedures. This helps to make sure that staff can communicate with each other and with your nominated GP or specialist to provide you with the best care possible.

## Can I get a copy of my records?

There are times when you might want to have copies of your records for your own information. The *Freedom of Information (FOI) Act* generally gives you the right to access and obtain copies of your personal records. You can request your records personally and if you believe that your records are incorrect, out-of-date or misleading, you can ask for your records to be amended.

To find out more about making a FOI application and the fees and charges that apply, or to obtain an application form, you can visit the State Records website at [www.archives.sa.gov.au](http://www.archives.sa.gov.au) or phone them on 08 8204 8791.

If you are concerned about how your personal information is being managed, or have difficulties accessing your records, phone BSSA's Freedom of Information Officer on 08 8274 7100 or email [BSSAenquiries@sa.gov.au](mailto:BSSAenquiries@sa.gov.au).

## Laws applying to information held at BSSA

BSSA complies with the South Australian Department of Health and Wellbeing's *Information Privacy Principles*, the *Health Act 2008*, the *Mental Health Act 2009* and *South Australian Public Health Care Act 2011*.

You have a right to access your records through the *Freedom of Information Act (1991)*.

The law requires notification of breast cancer to the SA Cancer Registry.

## For more information

**BreastScreen SA**

**167 Flinders Street  
ADELAIDE SA 5000**

**Tel: 08 8274 7100  
bssaenquiries@health.sa.gov.au  
www.breastscreen.sa.gov.au**

If you do not speak English, request an interpreter from SA Health and the Department will make every effort to provide you with an interpreter in your language.



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