

ST. JAMES'S HOSPITAL LABMED DIRECTORATE				
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Authorised By	John Gibbons	Date	05/08/2016	Date of Issue: August 5th 2016

Laboratory Policy on Data Protection and Complaints

Data Protection

St. James's Hospital is a registered Data Controller under the Data Protection Acts 1988 & 2003. The hospital takes very seriously the protection of patients' rights to privacy and confidentiality. This is achieved by following best practices in how all information is handled and stored in the hospital and in accordance with Data Protection laws and other regulatory and professional best-practice guidelines.

The Department of Laboratory Medicine retains the following information in relation to each test request received, for defined minimum retention periods, based on regulatory and best practice guidelines. This information may include some or all of the following:

- Patient full name
- Patient medical record number
- Patient date of birth
- For each specimen: date/time of collection, date/time of receipt in the laboratory and date/time of report, specimen type, priority
- Clinical information provided by clinicians
- The results and where appropriate, interpretation of each test requested
- Requesting clinician and address.

Complaints

St. James's Hospital has a detailed Complaints Policy in place. You have the right to express your concerns or to make a complaint about any aspect of the laboratory services and to have it investigated and be informed of the outcome as soon as possible thereafter.

The Complaints officer can be contacted by phone at (01) 4103361 or in writing to:

Complaints Officer
 Chief Executive's Office
 St. James's Hospital
 Dublin 8