

ST. JAMES'S HOSPITAL LABMED DIRECTORATE				
Edition No.:	01	Management Instruction	Doc No:	MI-GEN-0005
Authorised By	Brian Kelleher	Date	08/09/2020	Date of Issue: Sep 10th 2020

Laboratory Policy on Data Protection and Complaints

Data Protection

St. James's Hospital is a registered Data Controller under the Irish Data Protection Acts 1988 – 2018 and the General Data Protection Regulation (GDPR). 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 roles and responsibilities of all staff in the protection of personal data are described in the hospital's Data Protection Policy. The key requirements for all staff are highlighted in both corporate and local induction programmes.

Patient data is collected and processed for the following purposes in accordance with the applicable laws and regulations:

- Patient care & treatment (both within & outside the hospital)
- Appropriate sharing of information in line with the flow of treatment with health professionals including other hospitals, general practitioners, etc.
- Clinical education within the Hospital (e.g. students who are part of a patient's treatment team or working in diagnostics).
- Internal audit for the purpose of effective and efficient functioning and improvement of the hospital's services

St. James' Hospital acknowledges the requirement to ensure that data is kept securely and will take appropriate precautions to protect against physical loss, damage or inappropriate access and disclosure. There are specific requirements in relation to the transfer of data to third parties. In all cases the hospital's Data Protection Officer should be consulted.

All Hospital staff must familiarise themselves with the up to date information security policies which are available on:

www.stjames.ie/intranet/ppgs/non-clinicalcorporate/

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.

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Complaints

St. James's Hospital has a detailed Complaints Policy in place (<http://www.stjames.ie/intranet/ppgs/non-clinicalcorporate/SJHQS002.pdf>).

St. James's acknowledges the importance and value of listening and learning from the reported experience of service users. The Hospital views reported complaints as an opportunity to address and where possible correct issues that have contributed to patients' negative experience while also informing continuous quality improvement activity in all services.

Service Users (patients/family members/carers/advocates) have the right to express their concerns or to make a complaint about any aspect of the hospital's services and to have it investigated and be informed of the outcome as soon as possible thereafter.

Complaints received by the Centre for Laboratory Medicine and Molecular Pathology come from healthcare professionals using the laboratory's services, in addition to the service users above.

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