



PHILIPPINE CHILDREN'S MEDICAL CENTER
Quezon Avenue, Quezon City
DATA PRIVACY TEAM

PCMC PRIVACY NOTICE

The **Philippine Children's Medical Center** (PCMC) cares about your privacy and data protection as much as we care about your health and well-being. We are committed to comply with Republic Act No. 10173 also known as the Data Privacy Act of 2012 of the Philippines, and tantamount to our commitment is to protect and safeguard the privacy of your personal and sensitive information.

It is your right to be informed how PCMC processes your health information. Therefore, we are presenting to you how we collect, use, disclose, access, archive, dispose of data and protect your personal and health information.

This notice will apply to all your personal/sensitive/health information - whether written, electronic photographic, digital, and/or recording made by the hospital or by your attending physician and your health team or any office that requests your information.

We subscribe to the ethics of privileged information between healthcare workers and their patients/clients.

What personal data do we collect from you?

Our doctors, nurses, midwives, and other members of the PCMC healthcare team will collect, keep, document, and use your personal/ your patient's information and health information - to ensure that you will be given the utmost possible quality service appropriate to your health situation or needs. It is important that we collect accurate and timely information about you/ your patient and these may include the following:

- Personal Information and Sensitive Personal Information, such as but not limited to your name, address, date of birth, sex, religious affiliation, contact information, occupation, marital status, and citizenship.
- Relevant contact information of relatives, guardians, or next of kin.
- Name of Attending Physician or Family Physician
- Chief Complaint
- Medical Information and History, such as but not limited to, date of previous admission, existing illness, medications, food supplement taken, exercise, and fitness routines.
- Vital Signs: Temperature, Pulse Rate, Respiratory, Blood Pressure
- Copy of results of X-rays, scans, other imaging procedures, laboratory tests, and other ancillary tests.
- Other information as necessary

Why do we collect personal data about you?

We collect, use, and disclose your personal, sensitive, and health information for the following purposes:

- **Research Program**
Research purposes such as studies related to the evaluation of certain treatments, the prevention of disease or disability, or a description of the course and outcome of diseases, if the research study meets national data privacy law requirements.
- **Education and Training Program**
Your personal data and health information may be used and discussed in scientific and educational fora to contribute to the continuous learning, training, and professional development of the PCMC Healthcare Team and the Trainees, and the Support staff of PCMC.
- **Medical/ Surgical Services**
To assess your health status and help decide on the most appropriate, efficient, and effective care for you. This includes public health services such as vaccinations, the TB DOTS program, and the like.

- **Human Resource Services**
To efficiently process appropriate HR Services. The data we have collected may be shared with and processed by authorized personnel within PCMC, its service providers, and other government agencies, either manually or electronically
- **Admission/ Discharge, Billing, Payment, and Claims Processing**
Your information may also be used and disclosed to process your admission and discharge or transfer, as well as for your hospital bill and payment. Where applicable, we will be providing to Philippine Health Insurance Corporation (PhilHealth), Social Welfare Agency, your Insurance Company, and/or other payors/donors the necessary information to facilitate reimbursement/payment of your hospital bill.
- **Reportorial Requirement**
There are instances that we share your personal data with government agencies that lawfully collect information. For instance, the Department of Health (DOH) requires us to submit relevant personal information of our patients with specific non-communicable and/or communicable diseases, injuries, and others, for disease surveillance and monitoring and for public health concerns.
- **Historical, Statistical, or Scientific Purpose**
To efficiently process or generate data that would help this hospital to enhance our services and fulfill our mandate.
- **Security Services**
We collect personal information mainly for safety and security measures which can help us to investigate any untoward incident that may happen in PCMC, and generate statistics useful for planning and service improvement purposes.

We will be obtaining informed consent from you or your relatives/guardian whenever we will be using your personal data for other purposes not stated above, such as if needed by other health facilities for further management of your patients, subject to cross-border agreements.

PCMC is also equipped with CCTV cameras to help ensure the safety and security of the patients, visitors, employees, and PCMC property.

What are your RIGHTS as the Data Subjects?

As our valued clients, you are entitled to the following rights as mandated by the Data Privacy Act of 2012:

1. **To be INFORMED**
You have the right to be informed on how PCMC processes the personal data that we collect and store about you for legitimate purposes only. You will be informed that you allow us to include your personal data in your treatment and in our research, training, and other processing systems not covered by the medical treatment process or any law. If you have any issues or concerns about how we collect, share, store, and secure your personal data, you may contact the Director's Office.
2. **To OBJECT**
You have the right to object to the processing of your personal data into the PCMC system. You have the right to withhold the consent that we have obtained from you in case there are changes or amendments to the purpose for which your informed consent was obtained.
3. **To have reasonable ACCESS to your personal data of any of the following:**
 - 3.1 You have the right to access your personal data and health information in the form of medical abstract, laboratory and XRay/Imaging reports, Medical Certificate, and similar documents at Medical Records Section (MRS) for the Admitted patients, or at the Out Patient Department (OPD) for Outpatients, or the ER for ER patients.

You may **request through our Medical Records Section or OPD or ER** by providing the following:

- Completely accomplished Request Form, approved by our Attending Physician;
- Valid Identification Card (ID) issued by the government of both the data subject and the requestor,
- If through a representative, your signed Authorized letter plus your representative's ID card; and
- Receipt of payment of certified true copy of the requested documents*

*The specific requested information will be issued as follows:

- Certified True Copy of Lab/Xray/Imaging reports: within the day
- Medical Certificate: within 3 working days
- Clinical Summary/Medical Abstract: within 7 working days

For particulars, please contact the PCMC MRS at +632 588 9900 local 250 or OPD at local 294.

3.2 Your HR files, in the form of previously submitted documents and complete 201 files, including results of performance evaluation, submit a letter of request for such, addressed to the Executive Director.

4. To DATA TRANSMISSIBILITY of your Rights

Upon death or incapacity, your Rights may be transferred to your lawful heirs.

5. To CORRECT

You have the right to correct any inaccuracy or error on the record of your personal data and health Information. You may request for correction at the MRS, OPD, ER, or HRMD – as the case may be – by providing the following documents:

- Completely accomplished Request Form, approved by the PCMC Executive Director,
- Documented proof to support the claim for corrections;
- Valid Identification Card (ID) issued by the government of the data subject, the parents/guardian, and the requestor; and
- If through a representative, your signed Authorization letter and the representative's valid ID card.

6. To BLOCK and ERASE or REMOVE

You have the right to have your personal data and health information either blocked/erased/removed from PCMC's filing system if the processing is unauthorized or data was unlawfully obtained. You may suspend or withdraw your consent to include your personal data in our training, research, and other processing systems when there is no other legal ground or over-riding legitimate interest in the processing of your information. To do so, supporting documents have to be submitted.

7. To FILE a COMPLAINT

You have the right to inquire from the National Privacy Commission (NPC) through info@privacy.gov.ph for any questions regarding your data protection rights.

8. To be INDEMNIFIED for damages

You have the right to claim for damages you have incurred due to inaccurate, incomplete, outdated, false, unlawfully obtained, or unauthorized use of their personal data and health information.

Do we share your personal data with other institutions or organizations?

Yes. In some cases, your personal information may also be shared with our related facilities and laboratories or with other private sectors or organizations.

When necessary, we may disclose your personal data and information in response to a subpoena, court order, warrant, and other similar processes.

How do we secure your personal data?

We store your personal data in our Health Information System, Laboratory Information System, Radiology Information System, and other Information Systems applicable at OPD, ER, and Health Information Management Division - in both paper-based and electronic format – and is accessible to authorized personnel. PCMC also complies with the NAP and DOH Issuances for records retention and disposition.

Refer to the NPC website for full definitions of relevant terms pertinent to you and your concerns.

How can you contact us?

Should you have any questions, concerns, or clarification about this notice, please let us know through:

PCMC Data Protection Officer (DPO):

Ancillary Services Department

Tel No: 588-9900 loc. 343

Email: dpo@pcmc.gov.ph

Or you may directly contact our Personal Information Controller (PIC):

SONIA B. GONZALEZ, MD, MPM, MScHSM

Executive Director and Privacy Information Controller (PIC)

Tel No: +6392 588-9900 loc. 395

Email: officeofthedirector@pcmc.gov.ph

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