

Handling of Personal Information

Director, University of Tsukuba Hospital

This Handling of Personal Information document shall be governed by, and construed in accordance with, the laws of Japan.

The Japanese language shall be the governing language of this Handling of Personal Information document. Even if a version of this Handling of Personal Information document is prepared in another language, only the Japanese original shall be effective, and any such version in another language shall have no effect on the interpretation of the original.

For all persons who visit our hospital, including sick and injured persons, pregnant women, newborn babies, and so on (hereinafter referred to as “the patient”), when they receive medical care, medical records such as medical charts, etc., will be prepared from medical care information including their physical status, disease condition, therapy planning, etc.

These medical records include a great deal of precious personal information. In our hospital we believe it is most important for us to handle such personal information under the basic concept of respect for the character of each individual. We are working hard in our planning to improve the handling of personal information with the expectation of prioritizing the protection of the patient’s rights and interests.

Our hospital’s philosophy is that we shall endeavor to provide patient-centered medical care, such as by respecting the rights and protecting the privacy of the patient, and fully recognize our roles as a hospital attached to a university established in the community, and also that we shall aim to provide the highest level of medical services as well as fulfilling our social mission by providing a place for advanced clinical education and study. Our hospital hopes to utilize the precious personal information contained in our hospital’s medical records as a medical institution, and also as an educational research institution, in which capacity we will also appreciate your kind understanding and cooperation.

Lastly, while recognizing the importance of personal information, our hospital will take all possible measures to protect personal information by observing the provisions of the laws, etc., concerning personal information.

1. Purpose of Use of Personal Information Included in Medical Records

Personal information shall be used for the purposes listed in the attached Appendix. Note

that if we intend to revise the purpose of use, we will give notice to the patient or make an official announcement with regard to such a revised purpose of use.

2. Use of Personal Information for Purposes Other than the Aforementioned

We will obtain the patient's consent in advance.

3. The Rights of the Patient

(1) Right to Personal Information Disclosure

(i) Patients may request disclosure of their own personal information by following the prescribed procedures.

Note that there are cases in which there are restrictions on the release of information regarding a request for disclosure. Please contact the department in charge mentioned below for further details.

(ii) Patients who request disclosure of personal information are required to pay a fee as prescribed by the University of Tsukuba.

However, patients who request disclosure concerning medical records that were prepared at the time they received medical care are required to pay a fee as stipulated in the "Detailed Rules for Provision of Medical Care Information of the University of Tsukuba Hospital."

(iii) For further details concerning a request for disclosure, please contact the department in charge mentioned below.

(2) Right to Request Amendment of Personal Information

(i) In the event that it is decided that the contents of the personal information are untrue, a patient may, on following the prescribed procedures, request amendment of the personal information within 90 days after the receipt of the personal information.

Note that there are cases in which there are restrictions on amendments regarding a request for amendment.

(ii) For further details concerning a request for amendment, please contact the department in charge mentioned below.

(3) Right to Request Discontinuance of the Use, Etc., of Personal Information

(i) When any of the following reasons apply to a patient's own personal information, the patient may, on following the prescribed procedures, request the discontinuance of use or the elimination and discontinuance of provision of the personal information.

Note that there are cases in which there are restrictions on the discontinuance of

use, etc., regarding a request for the discontinuance of use, etc.

A. In the event that the handling of the personal information exceeds the scope necessary for achieving the purpose of use of the hospital, or for the reason that the personal information was obtained through false or otherwise wrongful methods, the patient may request the discontinuance of use or elimination of the personal information.

B. In the event that the personal information is provided, without obtaining the consent of the patient, to a third party, exceeding the scope stipulated in laws and regulations, the patient may request the discontinuance of provision of the personal information.

(ii) For further details concerning a request for discontinuance of use, please contact the department in charge mentioned below.

(4) Formal Objection

(i) In the event that a patient has a complaint with regard to inaction concerning a disclosure decision, amendment decision, discontinuance of use decision, etc., or a disclosure request, amendment request, or discontinuance of use request, the patient may file an objection to our hospital under the Administrative Complaint Review Act.

(ii) For further details concerning a formal objection, please contact the department in charge mentioned below.

4. Proper Management of Personal Information

In our hospital, for the purpose of performing proper management of personal information including the prevention of leakage, loss, or damage, etc., of personal information to be handled by the hospital, the hospital Director is the person responsible for managing the protection of personal information and will plan to carry out the full implementation of measures for managing the safety of personal information.

5. Security Cameras

In our hospital, security cameras and sound recording systems have been installed for the management of the hospital. These records are prepared for the purpose of hospital management and are not made public outside the hospital. Provided, however, that if a court or police department requests our cooperation, we may sometimes provide records.

6. Detailed Explanation and Acceptance of Complaints, Etc., Concerning Personal Information

(1) Detailed Explanation Concerning Personal Information

For the purpose of promoting better understanding with regard to personal information, the

laws concerning the protection of personal information and the university's rules concerning personal information have been posted on the website of the University of Tsukuba, and our hospital's procedures for handling personal information have been posted on the hospital website. You may browse these websites to review these items of information.

Also, with regard to any inquiries or questions, etc., about the detailed contents concerning the right to personal information disclosure, etc., please contact the General Administration Division (telephone number 029-853-3519).

(2) Complaint Handling, etc.

If you have any complaints or opinions concerning the handling, etc., of personal information in our hospital, please contact the Medical Professions Division (telephone number 029-853-3551).

With regard to any such complaints, etc., that our hospital receives, we will endeavor to deal with them appropriately and promptly.

Appendix

◎ **The personal information contained in a patient's medical records will be used for the following purposes.**

(1) Use in the Hospital

- For establishing and maintaining the safety and quality of the medical services to be received by the patient.
- For use in medical insurance administration.
- For use in administrative operations concerning hospital ward management, accounting, medical accident reports, enhancement of medical services, etc.
- For use as basic data for the maintenance and improvement of medical services and operations.

(2) Use in the Hospital and the University of Tsukuba

- For use in medical science education.
- For use in academic research activities on the basis of medical cases.
- In the event that it is necessary to provide information to an external auditing organization, in principle we will use anonymized information.

(3) Provision of Information to other Business Operators, etc.

- In a case in which it is necessary for performing cooperation concerning medical services, etc., with other hospitals, clinics, maternity homes, drugstores, home nursing stations, nursing care service providers, etc.
- In a case in which a response is delivered for an inquiry concerning medical services, etc., from another medical organization.
- In a case in which we ask for an opinion or advice from an external medical doctor, etc., in providing medical care.
- In a case in which we delegate laboratory testing work or engage in the consignment of other business.
- In a case in which we explain a disease condition to a member of a patient's family.
- In a case in which we use the information for medical insurance administration (entrustment of insurance administration, submission of health insurance claims to an examination payment facility).
- In a case in which we deliver a response for an inquiry from an examination payment facility or an insurer.

- In a case in which we make a submission to an administrative agency or a judicial organ, etc., in accordance with applicable laws and regulations, etc.
- In a case in which we hold counsel with or make a submission, etc., to a professional association in relation to medical care concerning medical professional liability insurance, etc.

Please let us know if you have any questions about any of the above-mentioned purposes.