

## ACCESSING YOUR HEALTH RECORD

Members of your health care team are the best source of information about your care and treatment. It is important for you to discuss any concerns you may have regarding your condition and treatment with a staff member involved in your care.

In accordance with the *Freedom Of Information Act 1982* (VIC), you have the right to request access to your medical record and personal information held by us.

An application is necessary and you may be required to pay a fee. Charges apply for search, copy and view access. If you identify information that is incorrect, you have a right to request that it be amended.

Please contact our FOI Officer on 03 5857 0200 or at [info@kyhealth.org.au](mailto:info@kyhealth.org.au), or refer to [www.foi.vic.gov.au](http://www.foi.vic.gov.au).

## CONTACT

If you have a complaint regarding your privacy or confidentiality please contact your nurse or the Chief Executive's Office on 5857 0250 (BH).

If you are unsatisfied with the outcome contact the Office of the Health Services Commissioner, which has the power to investigate complaints and assist in resolving disputes.

This office can be contacted on 03 8601 5222 or 1800 136 066 (free call) or [www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc)

**We welcome your feedback on our service.**



**KYABRAM DISTRICT  
HEALTH SERVICE**

**Health Information  
Privacy**

**Protection & Use of  
your Health  
Information**



**KYABRAM DISTRICT  
HEALTH SERVICE**

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Protection Health Information

# Protection & Use of your Health Information

## WHAT INFORMATION IS COLLECTED & WHY?

When you become a patient or client of acute or primary care services, a health record is created. Every time you attend any of our services, information is added to your record. Some of this will be recorded and stored on computer systems, in addition to a paper-based record being maintained.

### PERSONAL INFORMATION COLLECTED INCLUDES:

- ◆ Your name, date of birth, address and contact details.
- ◆ Information for billing, if applicable.
- ◆ Details about your diagnosis, treatment and the outcomes of your treatment.

We only collect information that is necessary for us to provide your care and treatment and to perform our functions. We want to ensure that those involved in your care are able to plan your treatment before, during and after your attendance.

### QUALITY OF YOUR PERSONAL INFORMATION

Our aim is to keep your information accurate, complete and up to date at all times. Each time you attend any of our services, we ask that you assist us in updating your details.

## HOW IS YOUR INFORMATION USED?

### PROVISION OF CARE

- ◆ By health professionals and support staff involved in your care ~ your health care team.
- ◆ Customarily, health professionals will involve your next of kin and other family members in your care plan, unless you request otherwise.

- ◆ You may be contacted following discharge to check on your progress and/or discuss any comments you may have in relation to the care we have provided.
- ◆ Your nominated local doctor may receive a copy of the discharge summary, which includes information about your condition, treatment, medication and special instructions. If you do not wish this information to be sent, please advise staff at admission.
- ◆ In the event that you are receiving care from another health service, they may request information be forwarded to them to assist in treating you. We only release health information that is relevant to your current condition and necessary for your continuing care.

### PLANNING, QUALITY AND RESEARCH

- ◆ For planning purposes to ensure appropriate health service delivery by the Victorian Department of Human Services (Department of Human Services).
- ◆ Department of Human Services has strict policies relating to access and the use of information received.
- ◆ For quality improvement activities to strive continually for best possible practice.
- ◆ To conduct research in accordance with strict guidelines as determined by a referred Ethics Committee, which has been constituted in accordance with the National Health & Medical Research Council.
- ◆ As part of improving medical services and patient safety, a copy of your medical record may be reviewed by a doctor other than your own. A small percentage of records are photocopied and sent off site to a doctor who provides feedback on improving medical and patient care. After review the photocopied record is shredded. Your personal information is not collected, reproduced or published.

### BILLING

- ◆ For billing and payment purposes if applicable e.g. Health Insurance, WorkCover, TAC, Department of Veterans Affairs.

## PROTECTING YOUR PRIVACY

We ensure personal information is secure through policies regarding access, handling, storage and disposal. The information that is collected about you is stored securely and is only accessed by authorised staff; this includes password security to information stored electronically.

### DISCLOSURE

In addition to care provision, planning, quality, research and billing, personal information relating to you can only be disclosed subject to:

- ◆ The law requiring disclosure, for example
  - Notification of infectious diseases and some types of cancer.
  - Subpoena of information for court hearings.
  - Under other legislation such as *Mental Health Act 1986 (VIC)*, *Children and Young Persons Act 1989 (VIC)*.
- ◆ You (or your next of kin) consenting to the disclosure of information to non-health care services under the Freedom of Information Act 1982.

### DISPOSAL

Department of Human Services and the Public Record Office have issued the "General Disposal Schedule for Public Health Services Patient Records". The Schedule is a legal record keeping standard that specifies the period of time for which health records must be retained. All documents containing patient information are destroyed in a confidential manner.