

ACCESS TO YOUR INFORMATION

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.

You (or your authorised representative) 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 and provide relevant supporting identification.

We comply with all Victorian legislation relating to confidentiality and privacy, including the *Freedom of Information Act 1982 (Vic)*, the *Health Services Act 1988 (Vic)*, the *Health Records Act 2001 (Vic)* and the *Information Privacy Act (2000)*.

NEED MORE INFORMATION?

For concerns relating to privacy or requests for further information about our policies, contact the **Privacy Officer**.

To apply for access to your records, contact the **Privacy Officer**.

Rochester & Elmore District Health Service is committed to providing you with quality services, which includes protecting your privacy



MISSION STATEMENT

The Rochester & Elmore District Health Service provides quality and compassionate care in the areas of comprehensive Acute, Residential Aged and Community based care.

CONTACT DETAILS

PRIVACY OFFICER

For queries relating to privacy or further information about our policies:
(03) 5484 4451

MEDICAL ADMINISTRATION

To apply for access to your record:
(03) 5484 4451
and request the Privacy Officer

HOURS OF OPERATION:

8.30 AM—5.30 PM
Monday—Friday

Rochester & Elmore District Health Service

YOUR PRIVACY IS OUR CONCERN



We are committed to providing you with quality service, which includes protecting your privacy.

This brochure explains the types of personal information we collect and how it is used, what happens to the information and how you can obtain access to your personal health record.

**Rochester & Elmore District
Health Service
Pascoe Street,
(PO Box 202)
Rochester Vic 3561**

WHAT INFORMATION IS COLLECTED AND WHY?

When you become a patient or client of Rochester & Elmore District Health Service's 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.

Rochester & Elmore District Health Service does not use your personal information for the Organisation's fund raising activities or for any other commercial use

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 ON 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 Rochester & Elmore District Health Service and the Department Human Services (DHS).
- DHS 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 an independent Ethics Committee, which has been constituted in accordance with the National Health and 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 payment purposes if applicable (eg. 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.

Disposal

DHS 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.