

ACCESS TO YOUR INFORMATION

The Freedom of Information Act 1982 sets out your right to access your medical record and personal information held by the Women's. If you would like access to your Medical Record you can contact the Freedom of Information Officer. Information about application forms for Freedom of Information Requests and applicable fees is available on our website www.thewomens.org.au

If you identify information that is incorrect or you do not agree with, you have the right to request that it be amended. This can be arranged through the Freedom of Information Officer.

NEED MORE INFORMATION?

If you have further questions or would like to request access to your information contact:

Freedom of Information Officer

T (03) 8345 2610 (during business hours)

E rwh.foi@thewomens.org.au

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THE PRIVACY OF YOUR PERSONAL INFORMATION

A BROCHURE FOR PATIENTS,
PARENTS OR LEGAL GUARDIANS
OF WOMEN AND BABIES ATTENDING
THE ROYAL WOMEN'S HOSPITAL.



the women's
the royal women's hospital
victoria australia

PROTECTING YOUR PRIVACY

The Royal Women's Hospital (the Women's) is committed to protecting the privacy of patient information.

We are required by law to protect personal information and comply with the Health Records Act 2001 (HRA) and other relevant legislation relating to confidentiality and privacy. The Women's protects privacy by keeping personal information secure from unauthorised access, use or loss.

Only authorised personnel have access to your information, for example staff involved in your care. Strict policies provide staff with guidelines for collection, use, release and disposal of personal information.

WHAT INFORMATION IS COLLECTED?

We collect information such as your name, address and contact details as well as information about your health problems and treatment you may receive. Your medical record is updated with new information every time you attend the Women's.

WHY INFORMATION IS COLLECTED AND HOW IS IT USED?

Collection of information is important as it helps us to plan and provide you with the best possible treatment and care. The Women's only collects personal health information necessary to help us perform our functions. Please let staff members know or contact us when your details, such as your address, telephone or local doctor, change.

We also use your information for:

- » planning, evaluation and quality improvement of our services
- » internal teaching & research.

If your information is used for the above activities, we remove details that identify you.

WHAT HAPPENS TO INFORMATION?

If you are an inpatient, we may provide general information about your condition to your next of kin or a near relative, unless you request otherwise. Once discharged from hospital, or after an emergency or outpatient visit, we prepare a summary of your treatment, your medication requirements and any special instructions about the care you may need. With your permission, this information will be sent to your local doctor.

Other hospitals, or new doctors you visit may request information about you so that they can treat you. We would ask that they provide written authorisation from you before we release information. In an emergency situation however, we will release information to assist your care.

In some circumstances the Women's is required by law to release information. Some details about people who have specific conditions (for example, some infectious diseases and types of cancer) must be reported to databases or registers maintained securely by the Department of Health or other health care bodies. Information may also be provided to a court or tribunal when subpoenaed.

Certain information relating to your hospital visit may be sent to other organisations, such as the Department of Health. This information is summarised and does not identify you. It is used for funding, planning and improving health care quality.

We may also be required to contact Medicare, your Private Health Insurance Company, Travel Insurance Company or the Department of Immigration and Citizenship to verify your eligibility for care as a new patient.

