

Protecting the privacy of your personal information

What information is collected and why?

When you become a client, inpatient or visit the Urgent Care Centre of Corryong Health, information is collected to help us understand your needs and provide care. For example, your name, address, contact details, age, requirements/ symptoms, previous illness or medication, nature of the problem for which you seek services or treatment or advice you were given will be collected by staff. Every time you attend Corryong Health, new information is added to your records. Collection of information is important as it helps us plan your services or treatment whilst a client in hospital and after discharge. We keep this information to ensure that each health care professional involved in your care has all the facts and is able to help you the best they can. We aim to keep your information accurate and up to date at all times. Please let a staff member know or contact us when your details as address change.

How your information is protected

Whether you are a client of our extended services, a public or private patient in acute care, a client of the Medical Clinic or a resident in our Nursing Home or Hostel; Corryong Health protects your privacy by keeping personal information secure from unauthorized access, use & loss.

How your information is used

Your information is used by those involved in your care, treatment or the services you receive- this may also include health professionals involved in your continuum of care, for example District Nurses, Physiotherapist or Occupational Therapist. A summary of your inpatient admission may also be sent to another hospital should you be transferred. All staff employed by Corryong Health (including the Medical Clinic) is bound by a strict code of conduct with respect to maintaining the confidentiality of your information.

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Other than staff, who has access to your information?

It is routine practice that we provide information to your local doctor, should you wish to nominate one, when you are discharged. The discharge summary advises the local doctor of your admission, your medication requirements, referrals and any special instructions that the doctor may need to be aware of. A copy of this summary will be retained in your medical record both at Corryong Health and the Medical Clinic. For many patients who attend the Medical Clinic, and have an admission in hospital, your local doctor (who you may have seen in the clinic) will be the same doctor who looks after you in hospital. If you would prefer this information not to be sent on, please advise the nurse in charge who will record your request.

Certain information relating to your hospital visit may also be forwarded to the Department of Health. This information is summarized and does not identify you. It is used for funding, planning and improving health care quality. Also as part of a Medical Quality Improvement Program, a doctor other than your own may review a copy of your medical record. Certain records are photocopied and sent off site to a doctor who provides feedback on improving medical and patient care. After review, all photocopied records are shredded.

If you do not wish to be involved in this program please let a staff member know. In some circumstances we are required by law to release information. Some details about clients who have specific conditions (for example, some infectious diseases and types of cancer) must be reported to databases and registers maintained securely by the Department of Health. Information must be provided to a court or tribunal when subpoenaed.

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Access to your information

Staff in your healthcare team is the best source of information about your services, care or treatment. Speak to a staff member if you have any questions. Corryong Health has an agency wide policy which sets out your right to access your health record and any personal information held by it. If you would like to access information collected about you, ask a staff member or ask to speak to the Privacy Officer. The request process may require you to put your request in writing and pay a fee. If you identify information that is incorrect or you do not agree with, you have a right to request that it be amended. Please ask to speak to the Chief Executive/ Director of Nursing.

Do you have a concern or complaint?

If you have a concern about the privacy of your health information, please do not hesitate to speak to a staff member or ask to speak to management who explain Corryong Health's complaints procedure to you. Alternatively you may ask to speak to the Consumer Health Advocate. The Consumer Health Advocate is not employed by Corryong Health and is an alternative contact should you not feel comfortable in discussing your concern with a staff member.

Need more information?

If you have any further questions or would like to request access to your health information, please ask to speak to the Privacy Officer or phone during business hours on (02) 60763200 or fax on (02) 60762029.

The Department of Human Services have also released a state wide pamphlet called "Protection and Use of Your Health Care Records". Copies are on display throughout Corryong Health. Further information can be obtained from the Office of the Health Services Commissioner by phoning (03) 86015219 or by phoning toll free on 1800136066, or visit their website at www.health.vic.gov.au/hsc.