


Protection & Use of your Health Information




Contacts

To provide instructions about the use and disclosure of your information:

Ballarat Health Services
Health Information Services


 **5320 4227**

For questions about privacy:
Ballarat Health Services
Privacy Officer


 **5320 4861**

To apply for access to your medical record:

Ballarat Health Services
Freedom Of Information Officer

 **5320 4368**

For complaints about privacy:
Ballarat Health Services
Consumer Liaison Officer

 **5320 4014**

or

Health Complaints Commissioner

 **1300 582 113**

For help with My Health Record:

www.myhealthrecord.gov.au

 **1800 723 471**



Patient Services May 2019
Catalogue Number 701433

Accuracy

Information is added to your record each time you visit Ballarat Health Services. Please advise reception staff if your details have changed to help us keep your information accurate and up to date.

If you believe that information held about you is not correct, you have the right to ask that it be corrected.

Protection

Ballarat Health Services has a legal and moral obligation to protect your privacy. Ballarat Health Services staff are obliged to comply with our policies about the collection, use, disclosure, storage and disposal of patient information. Medical records, both paper and electronic, are securely stored. Only authorised staff may access patient information with a valid purpose.

Ballarat Health Services retains medical records in line with legal requirements.

How you may access your information

Your treating clinicians are the best people to ask for information about your care.

You have the right to access your medical record under the Freedom of Information (FOI) Act. A written application is required and you may be charged a fee. Please see the last page of this brochure for the right person to help you with this.

Your Information

Collection

Ballarat Health Services collects personal information such as your name, address and date of birth. Information about your medical conditions and your treatment and care is also collected.

Use

Your information is used by health care professionals to provide you with the best possible care and treatment.

To assist in your care, your treating clinician may access information such as test results ordered by your GP or referring doctor, and your My Health Record.

Your information may also be used for other purposes such as quality audits, research and teaching. Your identifying details are removed from information used for these purposes.

Ballarat Health Services provides a Pastoral Care service to inpatients. Authorised chaplains receive a list of patients based on specified religion.

You may be contacted for the following reasons:

- To check and update your personal information prior to being admitted to hospital
- You may be sent information about fundraising from the Ballarat Health Services Foundation.
- You may be sent a survey inviting you to participate in the Victorian Healthcare Experience Survey (VHES).

If you do not want your information to be used for any of the reasons listed above, please contact Health Information Services (see contacts on last page of this brochure).

Disclosure

Ballarat Health Services will sometimes need to share your health information with others:

Your local doctor

We will send your GP information about your care;

- Notification that you have been admitted to hospital
- A summary of your stay in hospital
- Letters about your clinic visits
- Notification that you have been placed on the waiting list for surgery or specialist clinics

My Health Record

Ballarat Health Services upload documents to your My Health Record if you have one, unless you ask us not to. To see what documents are uploaded go to: www.bhs.org.au/node/672

Other Hospitals and Community Health Services

The following hospitals within the Grampians region have a shared electronic medical record. This means if you attend more than one hospital within the region, clinicians involved in your care will be able to access your health information from these hospitals. This will assist in providing better services to you.

- Ballarat Health Services
- Beaufort Skipton Health Service
- East Grampians Health Service
- East Wimmera Health Service
- Edenhope and District Memorial Hospital
- Hepburn Health Service
- Rural Northwest Health
- Stawell Regional Health
- West Wimmera Health Service
- Wimmera Healthcare Group

If you are referred to another hospital, healthcare provider or community service, necessary information will be shared to arrange services and help continue your care.

Family

Your family will be given information about your care when you are treated in hospital. Family and friends may visit or make enquiries. Please advise staff if there are any restrictions on the information you wish to share.

Other

Sometimes Ballarat Health Services must disclose patient information if required by law or the Government. Examples of this include where records are subpoenaed for court, notification of certain diseases and provision of data to the Department of Health and Human Services.

Where treatment is funded by a third party such as a health insurance fund, DVA, TAC or Workcover, information may be shared with these providers with your consent.

Refusal of Disclosure

You have the right, in most circumstances, to refuse permission for disclosure of your information.

If you do not want your information to be shared or disclosed for the purposes described in this brochure, you may say no.

If you do say no, you may be required to complete a form to detail your instructions. Please contact Health Information Services.

You need to be aware that by refusing permission for Ballarat Health Services to disclose your information, e.g. to your GP or referring doctor, your future care and treatment may be impacted.