

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 Stawell Regional Health to disclose your information, e.g. to your GP or referring doctor, your future care and treatment may be impacted.

Accuracy

Information is added to your record each time you visit Stawell Regional Health. Please let us know 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

Stawell Regional Health has a legal and moral obligation to protect your privacy and our 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. Stawell Regional Health keeps medical records in line with legal requirements, generally this is 15 years after the date of your last attendance.

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 Act. A written application is required and you may be charged a fee. Please contact Health Information Services on 5358 8614 or ask a nurse to contact them for you.

Contacts

- To provide instructions about the use and disclosure of your information or to access your record through the Freedom of Information process contact Health Information Services on 53588541
- If you have a complaint that concerns privacy or confidentiality, you may contact the Health Information Manager or the Chief Executive Officer or complete a complaint form. Another option is to contact the Office of the Health Insurance Commissioner on 1300 582 113 or the Aged Care Complaints Scheme on 1800 550 552.
- For help, enquiries or to opt out of My Health Record phone 1800 723 471 or go to www.myhealthrecord.gov.au



Protection and Use of Your Health Information



Stawell Regional Health, Sloane Street Stawell Vic. 3380
Telephone: (03) 5358 8500 Facsimile: (03) 5358 3553
Website: <http://www.srh.org.au>
Last Reviewed: 11/2019

Collection

- Stawell Regional Health collects personal information such as your name, address, date of birth, Medicare number, health insurance details, and your emergency contacts. Information about your medical conditions and your treatment and care is also collected.
- We need to collect and keep this information to provide you with suitable health care. Your health record is a source of information for the professionals involved in your care to enable them to treat and advise you appropriately.
- We will collect this information directly from you where it is practical to do so. This may take place when you attend Stawell Regional Health and complete documents such as an admission form, or provide information over the phone. We may also collect your personal information from other sources if required, such as:
 - a responsible person or representative (e.g. guardian) if you are unable to communicate.
 - your General Practitioner, specialists or other health care professional who have treated you
 - your health insurer or other insurer
 - other sources where necessary to provide our services (e.g. for blood tests or x-rays)
 - your My Health Record if you have one

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.
- Your information may be accessed by administrative staff for valid work related purposes to facilitate treatment or for billing purposes.
- 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 Stawell Regional Health 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).

A copy of Stawell Regional Health privacy policy can be provided to you upon request.

Disclosure and sharing

Stawell Regional Health will sometimes need to share your health information with others:

Your local doctor

We will send your GP information about your care;

- A summary of your stay in hospital, or other information that they may request such as test results
- Letters about your clinic visits or notification that you have been placed on the waiting list for surgery or outpatient clinics

My Health Record

Stawell Regional Health may upload a copy of your discharge summary to your My Health Record if you have one, unless you ask us not to.

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
Hepburn Health Service	Rural Northwest Health
West Wimmera Health Service	Wimmera Healthcare Group
Edenhope and District Memorial Hospital	

Specialists or other Health Care Providers

Your information may also be disclosed to other service providers such as pathology and radiology services. If you are referred to a specialist, health care provider or community service, necessary information will be shared to arrange services and help continue your care. We may also be contacted after you are discharged to provide information for your future care. In an emergency situation, information may need to be released to aid emergency treatment.

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 Stawell Regional Health 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.

