

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary. You also have the right to access your health record under the Freedom of Information Act 1988. You may ask for copies or come and view your health record in person.

Reading of your medical record is done with the assistance of a health professional who will be able to clarify anything you do not understand. After reviewing the record you may request changes to be made if any of the information is incorrect. All requests for access to health records should be made via the Freedom of Information Officer.

A fee is charged for this service.

Any other questions?

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our consumer, or if you wish to access your record.

You may contact the Chief Executive Officer. You may also contact the Office of the Health Services Commissioner, an independent government funded authority. It has the power to investigate complaints and assist in resolving dispute.

The Office of the Health Services Commissioners can be contacted on Free Call 1800 136 066.



East
Wimmera
Health
Service

PRIMARY CARE

**Your
Information
- It's Private**

What happens to information about you while you are a consumer of this service?

Who are we?

We are one of a number of health and community care services in your area that work together in partnership to meet your health needs.

What information do we collect about you?

We keep your name and contact details on your consumer record. Other details such as your care plan and information about your health are recorded each time you visit. If you attend other sites of the East Wimmera Health Service, they will be able to access your information.

Why do we collect your information?

The information we collect helps us to keep up to date details about your needs so we can care for you in the best possible way. We also use the information to better manage and plan this service.

Who else sees your information?

Your information can only be seen by the professionals in this service who are involved in your care. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency. We are also required to provide the Department of Human Services with statistical information, but no names or details that may identify you are included.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely. It can also be destroyed according to standards set by the Department of Human Services and other government agencies. The health record is kept for a minimum of fifteen years after the last attendance.

The time frame is longer for children. After this period of time and if the client has not re-presented or the health record has not been accessed it can be legally destroyed.