

# Privacy and Confidentiality



Northern Health

## Information for patient and families

### Key Points

- What happens to your information while you are a consumer of this service?
- We are committed to protecting the confidentiality of your information.
- The privacy of your information is protected by law.

### What information is collected and why?

- Information is collected during your visit to Northern Health to help ensure Northern Health provides the best care.
- Information collected and stored includes name, age, gender, symptoms, past medical history and details of your general practitioner.
- Each time you attend Northern Health we request that you inform us if any of your information has changed. Northern Health aims to keep your information as accurate and up to date as possible at all times.

### How is my information used?

- Your information will be primarily used by those involved in providing your care and treatment.
- Information may also be provided to your general practitioner upon discharge (whether from the Ward, Emergency Department or the Outpatient Department).
- Northern Health normally writes a letter to your general practitioner summarising your stay.

- Your general practitioner will be informed of the reason for your visit, your medication requirements and any ongoing care required.
- Your information may be used by Northern Health to monitor and assess the service we are providing and for internal auditing processes.
- We may use your contact details to ask you to assist with our consumer participation team or to complete hospital surveys.
- Your information may be used by Northern Health to assist with quality improvement. Wherever possible, all identifiable information will be removed.

### How can I access my information?

- The Freedom of Information Act (FOI Act) allows you to access your own medical record. You will be required to complete an application form, and pay an application fee to start the process.
- The FOI Act also allows for information in your record to be corrected if you think it is inaccurate, incomplete or out-of-date.

### For More Information:

The Northern Health Legal Services on  
Phone number: 8405 8258

If you need an  
interpreter, please  
speak to a staff  
member, or call us  
via TIS on 131 450



### Do you share my information?

- To ensure that you receive the required health care, Northern Health may share information with other health professionals, to help provide you with the appropriate care.
- At times other healthcare professionals or health services may contact Northern Health to obtain information to enable them to provide healthcare to you. In some instances, to release this information we may ask for your written permission.
- However, in an emergency situation we will release information about you to facilitate in your ongoing medical care.
- In some cases Northern Health is required by law to report and provide data of particular diagnoses to external agencies.
- Information collected by Northern Health may also be used for research. Research requests are directed to the Northern Health Human Research Ethics Committee.
- If you require your information from Northern Health to be provided to a health care professional for the purpose of continuing your care, this is facilitated to you free of charge.

### Is my information safe?

- Northern Health collects information required to provide a service to patients.
- All Northern Health staff are bound by the Northern Health Privacy Policy, and privacy legislation.
- Information contained within the medical record is protected by security measures including password protections and security audit trails.
- Northern Health protects your privacy by keeping your personal information secure from unauthorised access, use or loss.

### Concerns

If you have any concerns around your record and information being accessed please contact the Northern Health Privacy Officer on 8405 8258.

### For further information:

- If you are a current patient please discuss your need for information with the team providing your care.
- Requesting your own medical record, please contact;

Freedom of Information  
Legal Services Clerk

Phone: 8405 8258

Email: [foi@nh.org.au](mailto:foi@nh.org.au)

- If you require your information from Northern Health to be provided to a health care professional, please contact;

Release of Information  
Health Information Services

Phone: 8405 8180

Email: [roi@nh.org.au](mailto:roi@nh.org.au)

Fax: 8405 8007

- Information is also available on the Northern Health Website – [www.nh.org.au](http://www.nh.org.au) search for Freedom of Information and Release of Information

### References:

<http://www.nh.org.au/services/freedom-of-information>

**If you need an interpreter, please speak to a staff member, or call us via TIS on 131 450**

