



## Access To Your Information

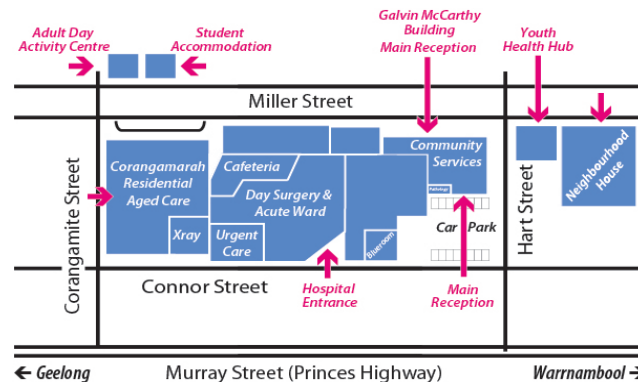
In accordance with the Freedom of Information Act 1982, you have the right to request access to your medical record and personal information held by Colac Area Health. If you wish to access your information contact the Freedom of Information Officer to obtain an application form. You may be required to pay a fee.

If you identify information that is incorrect you have a right to request that it is amended.

## Protecting your privacy

Colac Area Health protects your privacy by keeping personal information secure from unauthorised access, use or loss.

All staff employed by Colac Area Health are bound by a strict code of conduct with respect to maintaining the confidentiality of your personal information.



# Privacy

## How Colac Area Health Uses Your Personal Information



**Freedom of Information Officer**  
**Health Information Services**  
**Colac Area Health**  
 2-28 Connor Street, Colac Vic 3250  
 Telephone: 03 5232 5253



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2-28 Connor Street, Colac, Victoria 3250  
 03 5232 5100 | info@cah.vic.gov.au



## What information is collected and why?

Personal information including name, address, contact details, information relating to diagnosis, treatment and outcomes of treatment is collected by Colac Area Health.

This information is collected to ensure that each health care professional involved in your care has all the information necessary to plan your care.

Each time you attend, information about you will be updated. We aim to keep your information accurate, complete and up to date at all times.

Please inform a staff member if your details have changed.

## How we use your information

Your information is used in a number of ways:

**Provision of care** - Health care professionals use your information to make decisions and ensure you receive the best possible care.

**Planning of Health Services** - To ensure appropriate service delivery by Colac Area Health and the Department of Health and Human Services.

**Billing** - eg Private insurance, Work Cover, TAC, DVA, HACC and NDIA

**Quality and Research** - Quality improvement activities are undertaken as we continually strive to apply best practice.

Individuals who carry out research must follow strict guidelines and maintain the confidentiality of the information they access. If information leaves Colac Area Health it is de-identified so that patients, residents and clients can not be identified.

Information is only made available for research projects that have been approved by Barwon Health's Research and Ethics Advisory Committee.

## Who has access to my information?

If you have been an inpatient your nominated local doctor or referer will receive discharge information, which details your condition, treatment, medication and any special instructions for your continuing care. If you do not wish for this information to be sent please advise our staff.

Other services may request copies of health information to assist with your care. We only release information that is relevant to your current condition and necessary for your ongoing care.

## Will I receive follow up contact?

From time to time a staff member may telephone you to check your progress and ensure you are adequately managing your care at home. This is part of normal follow up. We may also ask if you have any comments in relation to your care at Colac Area Health.

At times, Colac Area Health and the Department of Health and Human Services conducts surveys and questionnaires seeking your opinion on our services. These are all voluntary and confidential. Surveys may be conducted while you are here or you may be contacted at home.

## Release of Information

Personal information relating to you can only be disclosed in the following circumstances:

- When you (or your next of kin) consent to the disclosure of information
- For your ongoing care
- For research projects approved by Barwon Health's Research and Ethics Advisory Committee
- When the law requires disclosure such as in the following instances:
  1. Presentation of your records as evidence in court when subpoenaed (in case of legal action)
  2. Reporting notifiable diseases to the Department of Health
  3. Reporting of adverse and sentinel events to the Department of Health
  4. Other demographic information about you is sent to the Department of Health (Victoria). This information is de-identified.