

WE MAY CONTACT YOU AFTER YOU HAVE GONE HOME

The Alfred Foundation and Caulfield Fundraising help support Alfred Health through fundraising and may send you information on the work they do. They may also ask you for a donation. If you do not wish to receive this material, please contact The Alfred Foundation on 9076 3222 or Caulfield Fundraising on 9076 6275.

We want to know what you think of the services Alfred Health provides. If you have been an inpatient, the nurse who has been primarily caring for you may contact you after you have gone home to find out how you are.

You may also receive a postal survey. Your response will be anonymous and confidential and it is completely voluntary. If you do not want to receive any surveys, please contact The Clinical Governance Unit on 9076 2804. Please let your nurse know before you go home if you do not wish to receive a follow up telephone call. Some patients may be invited to join support groups depending on your illness.

OTHER PEOPLE WHO RECEIVE INFORMATION ABOUT YOU

In some circumstances, Alfred Health is obligated, by law, to release personal information about you. Examples of this include:

- Presentation of your medical record as evidence in court when subpoenaed (in case of legal action);
- We have to report notifiable diseases to the Department of Human Services (Victoria); and
- We have to report other demographic information about you to the Department of Human Services (Victoria). (This information is essentially de-identified).

The Department of Human Services have strict policies relating to access and the use of information. Further details on the use of this information can be obtained from the Patient Liaison Officer or the Main Reception.

CAN I HAVE ACCESS TO INFORMATION ABOUT ME?

In accordance with the Freedom of Information Act 1982, (Vic) and the Health Record Act 2001 (Vic), you have the right to request access to your medical record and personal information held by Alfred Health. If there is information in the record which is incorrect or you do not agree with, you have the right to request that it be corrected.

Requests for access to your Alfred medical record can be made in writing to the Freedom of Information Officer, Clinical & Administrative Services, The Alfred, Commercial Road, Melbourne 3004. A fee is charged for FOI requests.

For Sandringham medical record access, write to the Manager of Health Information Services, Sandringham Hospital, 193 Bluff Road, Sandringham 3191.

For Caulfield medical record access, write to the FOI Liaison Officer, Caulfield Hospital, 260 Kooyong Road, Caulfield South 3162.

WHO DO I CONTACT FOR MORE INFORMATION?

If you have any questions regarding what happens to the information about you please contact the Patient Liaison Officer at the hospital where you were treated. They can be contacted at The Alfred on 9076 3028, Caulfield on 9076 6127 or Sandringham on 9076 1559.

You can also contact the Manager of Health Information Services at The Alfred, Caulfield or Sandringham. Further information is available at www.alfred.org.au or www.health.vic.gov.au/hsc.

HEALTH PRIVACY PRINCIPLES

Alfred Health supports and complies with the 11 Health Privacy Principles (HPPs) relating to health information under the Health Records Act 2001.

They are:

1. Collection
2. Use and Disclosure
3. Data Quality
4. Data Security and Data Retention
5. Openness
6. Access and Correction
7. Identifiers
8. Anonymity
9. Transborder Data Flows
10. Transfer or Closure of the Practice of a Health Service Provider
11. Making information available to another Health Service Provider

AlfredHealth



TheAlfred



Sandringham
HOSPITAL



Caulfield
HOSPITAL

What Happens to Information About Me?

A Guide to Patient Information Privacy

WHAT HAPPENS TO INFORMATION ABOUT ME?

Alfred Health Privacy Statement

Protecting patient privacy is something we respect at Alfred Health. Throughout The Alfred, Caulfield Hospital and Sandringham Hospital, you are made aware of why your information is collected, used, and disclosed. Wherever possible, we will provide you with choices about how your information is used and to whom it is disclosed. Confidentiality of health information is assured. Information is stored in a secure manner, both paper-based and electronically. We support, promote and comply with the 11 Health Privacy Principles (HPPs) in the Health Records Act 2001 (Vic).

Your health information will only be used and disclosed for the purposes for which it was collected and be protected from misuse. The collection or sharing of information is limited to that which is necessary, rather than what may be useful in the future. It is important to be clear about the purposes for which information is being shared. It is also important to be open with you about why information is being shared and with whom, what will happen to it, and how you can get access to it and correct it if necessary.

When you become a patient of Alfred Health, a record is made containing your name, address, contact details and other information such as the nature of the problem for which you seek treatment and the treatment or advice you were given. Every time you attend Alfred Health, new information is added to your record. In most circumstances, The Alfred, Caulfield and Sandringham maintain separate medical records. Your information may also be included on clinical databases where necessary for your treatment or ongoing care. Alfred Health will also collect information about you from other health services as necessary and this information will be added to your record.

WHY IS THIS INFORMATION NECESSARY?

It is necessary for us to collect and keep this information to ensure that each health care professional involved in your care has all the facts and is able to help you the best they can. Your previous history of care can help us quickly identify which treatments are likely to be safe and effective for you and also helps to reduce the likelihood of repeating tests that you have already had in the past.

This information may also be used for research and planning, which will help us provide better healthcare overall. No personal, identifiable information apart from that which is described in this pamphlet, will leave the hospital without your prior consent. Individuals who carry out research must follow strict guidelines, gain your consent, and maintain the confidentiality of the information they access. If information is taken away, it is de-identified (that is, details are stripped away so that you personally cannot be identified).

There is a possibility that you may be asked to participate in Quality Improvement activities, clinical trials or research. You can refuse.

Information is only made available for research projects which have been approved by the Ethics and Research Committee following thorough investigation and review.

HOW IS MY INFORMATION PROTECTED AND WHO HAS ACCESS TO IT?

HOSPITAL STAFF

Whether you are a public or private patient, information about you is stored in a central paper medical record which is stored securely within Health Information Services at the hospital you are attending.

Information about you is also stored within Alfred Health's computer systems. Although your paper medical record can only be used by one healthcare professional at a time, the information contained within the computer system allows multiple healthcare professionals to access your information whenever necessary. Details such as your name, address, date of birth, telephone number as well as test results, diagnosis and treatment information are available, electronically, to healthcare professionals who are involved in your care.

If you attend more than one hospital within Alfred Health, some electronic information about you will be made available to healthcare professionals at the other hospital. Again, this is necessary to ensure that you receive quality care and avoid duplication of tests and clinical assessments.

Alfred Health maintains strict policies with respect to who receives passwords and access to your personal information. All staff are bound by a strict code of conduct with respect to maintaining the confidentiality of your information.

YOUR LOCAL DOCTOR AND COMMUNITY – BASED PROVIDERS

It is routine practice that we fax or electronically transfer a letter to your local doctor when you go home after an admission. This letter summarises your stay at the hospital, your medication and any special instructions we need your doctor to know about. If you do not wish for this information to be sent to your doctor, please let your Primary Nurse know as soon as possible.

It is also routine that we send a typed letter to your local doctor following an outpatient visit, although this is not the case for every visit. Please let your doctor know if you do not want this to occur.

Sometimes your local doctor will write or telephone us for additional information about your treatment. In this situation, we routinely release information to the doctor whom you have specified or nominated as your local doctor on your patient registration form.

Information about you will be disclosed to community-based providers that are involved in your care. This information may be shared electronically or by other methods such as phone, fax or mail. If, at any time, you do not wish for information to be shared for purposes directly related to your care, please advise the Alfred Health Privacy Officer on 9076 2019.

If you refuse disclosure of your health information to your local doctor or community-based providers, this may have an adverse affect on your health and ongoing care.

OTHER HOSPITALS OR NEW DOCTORS

If you are seen at a hospital outside Alfred Health or you see a new local doctor, in some instances they may contact us to obtain information about you so that they can treat you safely and effectively. In an emergency situation, we will release personal information about you to facilitate your care. In all other circumstances, your written consent will be sought prior to the information being released.