

HOW CAN I ACCESS MY INFORMATION?

Speak to your treating clinician about anything you need to know about your care.

An individual person has the right to access information from their own medical record by either obtaining copies or viewing their own medical record.

The Freedom of Information Act (FOI) gives you the right to request access to your medical record.

Requests for access must be made in writing to the FOI Officer on the form available on our website: www.bch.org.au

A fee may be charged for this service.

You may ask for copies or come and review your health record in person. A health professional can clarify anything you do not understand. After reviewing the record you may request that amendments be made if any of the information is incorrect.

A person can obtain information from a deceased person's medical record if they are named as next of kin at the time of registration with BCH or are executor of the estate.

HOW LONG DO BCH KEEP INFORMATION?

Health records are retained in accordance with the Public Record Office of Victoria and the Health Records Act 2001, which require retention of records of adult patients for 7 years from the date of last entry. For children, where the health information was collected when they were under the age of 18, the health service provider must retain the record until they would have reached 25 years old.



✓ **CONSUMER REVIEWED**

This publication has been reviewed by a health service user

WHAT IS MY HEALTH RECORD?

My Health Record is a national online summary of your health information. Any clinician (doctors, nurses, allied health) can review and contribute information to your My Health Record if you have opted in – you control who can access it.

For more information visit

www.myhealthrecord.gov.au

FOR MORE INFORMATION

If you have a query or concerns regarding the protections and/or disclosure of your health information, please let us know.

You can contact BCH by telephone on 1800 007 244, by emailing info@bch.org.au or by writing to us at PO Box 26, Point Lonsdale, Vic, 3225.

Bellarine Community Health Ltd. is supported by the Australian Government Department of Health and the Victorian Government. Although funding has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

September 2024

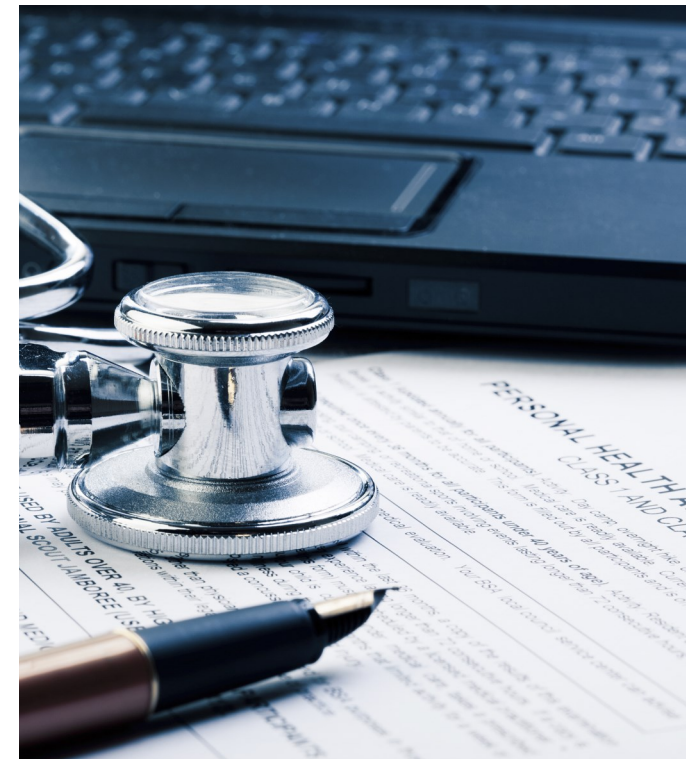
www.bch.org.au

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Protecting Your Health Information



bch Bellarine
Community
Health

With you for life

WHAT INFORMATION DOES BCH COLLECT?

We collect information such as your name, address and contact details, as well as information about your health and the treatment you are given.

In line with government requirements, we seek information about your gender identity, however if you prefer not to share this information with us, please let us know.

New information is added to your record every time you attend or have contact with us.

Scanned clinical information and electronic images / photographs / videos may be used to assist in providing treatment to you which will also be filed in your record.

We aim to keep your information accurate, complete and up to date at all times. Each time you attend any of our services we ask that you assist us in updating your details.

WHY DO BCH COLLECT THIS INFORMATION AND WHAT IS IT USED FOR?

We collect and maintain personal and medical information in order to provide you with the best possible care and treatment.

Your medical record enables all professionals involved in your care to have a complete picture of your medical history.

Other uses

- For BCH quality improvement activities
- Patient satisfaction questionnaires
- To assist planning and reporting to the Department of Health
- For billing and payment purposes where applicable e.g. health insurance, Workcover, TAC, DVA, NDIS

WHO CAN ACCESS MY INFORMATION?

Only authorised staff may access your information, whether stored on paper or electronically.

All BCH staff and volunteers are bound by a Privacy and Confidentiality Policy which ensures your confidentiality and privacy is maintained and your information kept confidential.

We only disclose information to other healthcare providers involved in your care such as your GP, specialist or other healthcare providers where that information is required for them to provide ongoing care.

We may also be obliged to release your information:

- Where treatment is funded by a third party such as Health Insurance, DVA, TAC, NDIS, CHSP
- Where required by law (e.g. by Act of Parliament or in the case of a legal claim)
- Where required by government authorities and departments (e.g. registration of births, death, diseases and treatments)
- BCH is a prescribed Information Sharing Entity (ISE) and is authorised to share and request information for a family violence / child protection purpose with other ISE or Risk Assessment Entities
- In an emergency situation, to facilitate your care with other healthcare providers

CAN I REFUSE TO HAVE MY INFORMATION DISCLOSED?

Yes, you have the right to refuse permission for your information to be disclosed to other parties or agencies (unless required by law as stated), however refusing permission to disclose your information may hinder your care and treatment.

It is important to let staff know if you do not wish your information to be disclosed.

If you have any concerns or questions about disclosing your information, please phone BCH on **1800 007 224**.

HOW IS MY INFORMATION PROTECTED?

All information is collected in accordance with the Australian Privacy Act 1988, Australian Privacy Principles and Health Records Act 2001 (Vic).

We protect your personal information through strict policies and procedures relating to access, handling, storage and disposal of information.