

If you would like to request access to your information, please refer to the requirements listed on our website: [www.nhw.org.au/health-information](http://www.nhw.org.au/health-information)

or contact

Freedom of Information Officer

Phone: (03) 5722 5776

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

## Other people who may receive information about you

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

- Presentation of your health record as evidence in a court when subpoenaed (in case of legal action);
- Reporting notifiable disease to the Department of Health (Victoria);
- Release of information requested by Child Protection Worker investigating suspected child abuse or neglect;
- Other demographic data to the Department of Health (Victoria); this information is mainly de-identified.

We can also let community supports such as Meals on Wheels, the RSL or representatives of a nominated religious organisation know of your admission/discharge if desired.

You have the right to refuse the sharing of information about you in certain circumstances:

- Sending a notification of admission or discharge summary to your GP
- Notifying relevant community supports, as above

You are given the opportunity to consent or refuse the sharing of this information at admission, but are able to change your preference at any time.

## Further information

View the links listed on our website

[www.nhw.org.au/health-information](http://www.nhw.org.au/health-information)

- Office of the Health Complaints Commissioner
- Office of the Victorian Information Commissioner, Privacy & Data Protection
- Health Records Act
- Freedom of Information Act 1982



PO Box 386, Wangaratta Vic 3676  
Green Street, Wangaratta Vic 3677  
Phone: (03) 5722 5111  
Web: [www.nhw.org.au](http://www.nhw.org.au)  
Email: [enquiries@nhw.org.au](mailto:enquiries@nhw.org.au)

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# What happens to information about me?

Information for clients, patients and carers



## Collection of information

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Staff of Northeast Health Wangaratta (NHW) are committed to protecting your privacy. When you are treated here, an individual medical record is created and contains personal information that includes:

- Your name and address
- Contact details
- The nature of your medical problem
- Treatment you received
- Advice you were given

Every time you attend the hospital your existing details are checked and new information is added to your record as required.

## Why is this information needed?

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

## How does NHW protect my personal information?

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All information about you is kept either as your individual medical record or on our computer system.

Medical records are securely stored within our Health Information Department.

Information is stored on our computer systems for access by staff. NHW has strict policy surrounding who receives passwords and access to your personal information on computers.

All our staff are bound by strict confidentiality agreements in relation to patient information.

Northeast Health is a teaching hospital and the students (medical, nursing and allied health) may also access your health information. These students are bound by the same confidentiality agreements as our general staff.

## Your local doctor or community health service

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It is routine practice that when you are discharged from NHW services, we fax or electronically transfer a letter to your doctor or other health care provider.

This summarises your treatment, your medications and any special instructions that these people will need to do to continue with your health care management.

## Research and organisational improvement

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The information we have may also be used for the purposes of research and planning to help NHW provide a better service for our community.

No personal medical information is provided outside this organisation without your consent. If information is sent outside this organisation, it is de-identified.

You may be invited to participate in surveys or other research and improvement activities, such as clinical trials. It is your choice if you participate - you have the right to refuse these requests.

Any research projects that require the use of patient information are considered and either approved or rejected by our Ethics Committee

## Can I access my own health information?

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You have the right to request access to your medical record and personal information held by NHW, in accordance with the Freedom of Information Act 1982 (Vic) and the Health Records Act 2001 (Vic).

It is possible to obtain copies of information, view information or request an amendment to information that is incomplete, incorrect, out of date or misleading.