

## Other people who may get information about me

At times AWH is required by law to give information about you. Examples of this include:

- Cases of legal action under court order
- Reporting notifiable diseases
- Investigations of child abuse or neglect
- State and Commonwealth government agencies for reporting purposes.

## Further information:

**Department of Health Privacy**  
[www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc)

**Information and Privacy Commission NSW**  
[www.ipc.nsw.gov.au/hrip-act](http://www.ipc.nsw.gov.au/hrip-act)

**Information Privacy Act**  
[www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)

**Health Records Act**  
[www.health.vic.gov.au/healthrecords/regs.htm](http://www.health.vic.gov.au/healthrecords/regs.htm)

**Mental Health Act 2014**  
[www.health.vic.gov.au/mentalhealth/mhactreform/](http://www.health.vic.gov.au/mentalhealth/mhactreform/)

**Vic Health Services Commissioner**  
Complaints Ph: 1300 582 113

**NSW Care Complaints Commission**  
Ph: 1800 043 159

**Mental Health Complaints Commissioner**  
Ph: 1800 246 054



# What happens to information about me?



Albury Wodonga Health  
P.O. Box 326  
Albury 2640  
Ph: 02 6058 4444  
[www.awh.org.au](http://www.awh.org.au)



## Collection of information

When you are treated here we create a personal medical record. This record contains your:

- Name and address
- Phone number
- Medical problem
- Treatment and advice

Every time you come to hospital your details are checked. New information is added to your record if needed.

## Why this information is needed

We collect this information to give you the best care we can. By checking your medical record we can:

- Work out the treatments that are safe and useful for you
- Make sure that you don't have tests you have already had

## How AWH protects my personal information

Your medical record is kept:

- In a paper file and/or
- On our computer system

It is safely stored in our Health Information Department. We have strict rules on who can access it.

All staff have confidentiality rules to follow. Medical, nursing and allied health students being taught here have to follow the same confidentiality rules.

Sometimes we may have to use identifiable information. This would only be at times such as bedside handover. This is to help you get the best care.

## Your local doctor/community health service

When you are discharged from AWH we often send a letter to your doctor or other health care provider. This helps them continue your health care.

This letter can include:

- Your treatment
- Your medications
- Special instructions

If you do not want this information sent, please let staff know.



## Research and improvement

Your health information may also be used for research or making our service better. You may be asked to be involved in these activities. You can say no to being involved.

No personal information is given for use outside the AWH without your consent. If it is used, you will not be able to be identified.

All research projects at AWH have been approved by the Albury Wodonga Human Ethics Committee.

## Accessing my health information

You can ask for access to your medical record. This is in accordance with the:

- Freedom of Information Act 1982 (Vic)
- Health Records Act 2001 (Vic)
- Health Records and Information Privacy Act 2002 (NSW)

If you would like to access your medical record please contact:

**The Health Information Manager**  
Albury Wodonga Hospital  
PO Box 326  
Albury 2640

Or phone  
Wodonga: 02 6051 7111  
Albury: 02 6058 4599

You may have to fill in an application form and pay a fee.