



### Accessing my health information:

You can ask for 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**

PO Box 326  
ALBURY NSW 2640

or call:

WODONGA HOSPITAL: (02) 6051 7111  
ALBURY HOSPITAL: (02) 6058 4444

You may have to fill in an Application Form and pay a fee.



JULY 2019

### Further information:

**Office of the Victorian Information Commissioner**  
[www.ovic.vic.gov.au](http://www.ovic.vic.gov.au)

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

**Office of the Australian Information Commissioner**  
[www.oaic.gov.au](http://www.oaic.gov.au)

**Health Records Act (VIC)**  
<https://www2.health.vic.gov.au/about/legislation/health-records-act>

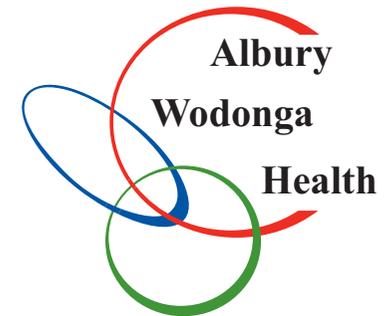
**Mental Health Act 2014 (VIC)**  
<https://www2.health.vic.gov.au/mental-health/practice-and-service-quality/mental-health-act-2014>

**Family Violence Protection Act (VIC)**  
<https://www.justice.vic.gov.au/information-sharing>

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

**Health Care Complaints Commission (NSW)**  
Ph: 1800 043 159

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



# What happens to information about me?

*Privacy Brochure*

## Collection of information:

When you are treated at Albury Wodonga Health (AWH), we create a personal medical record. This record contains your:

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

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

The National Healthcare Identifier may be used to ensure that healthcare information is correctly matched to you as part of providing your healthcare at AWH.

## 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 taught here must adhere to 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 and improvements to our service. 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 of AWH without your consent. If it is used, you will not be able to be identified.

All research projects at AWH are subject to approval by the Albury Wodonga Human Ethics Committee.

## 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 of notifiable diseases
- Investigations of child abuse or neglect
- State and Commonwealth government agencies for reporting purposes
- Family Violence Act information sharing

