



Who else may request access to information about me?

- After you are discharged from one of our hospitals we may notify your local doctor so that they are aware of your treatment, and any special instructions related to your care. If you do not want this information to be sent to your doctor please let us know before you are discharged.
- Sometimes your local doctor may contact us for additional information about your treatment. In this case we may give them further information. If you do not want this to happen please let us know as soon as possible.
- If you receive health care at a facility that is not operated by Queensland Health, or you reside in a residential care facility not operated by Queensland Health, and the facility contacts us to obtain information about you, we will release health information to facilitate your treatment in an emergency. In other situations we will obtain your consent prior to releasing any information.
- In some circumstances we are legally obliged to disclose information about you. Examples include:
 - where your records have been subpoenaed for a court case;
 - where we are legally required to collect information about particular health conditions such as life-threatening diseases, or diseases with high public health risks.
- Chaplains and pastoral care workers regularly visit the wards of our hospitals. If you would like a person of your particular faith to visit you, we will endeavour to arrange this by providing your name and ward details to the Chaplaincy Co-ordinator.

Further information can be obtained from our privacy contact officer.

How do I go about getting access to information held about me?

Queensland Health supports your right to see what health information is held about you. Access to your health records is usually provided simply through our Administrative Access to Health Records policy.

You also have the right to request access to your health record under the Freedom of Information Act 1992. If there is information in the health record that is incorrect, or which you do not agree with, you also have the right to request that it be corrected.

For information on access to your health information please contact:

Where can I find more information about Queensland Health's privacy and security policies?

Information is available on our website at:
<http://www.health.qld.gov.au>

If you would like further information you can also contact:

Respecting your Privacy

*What happens
to your personal
information?*

Respecting your privacy

Queensland Health respects the privacy of patients and their families. To provide you with the best possible care, it is important for you to be able to trust us and share with us all the information necessary to enable us to diagnose and treat you.

To protect your privacy all Queensland Health staff follow 10 privacy principles. These principles set standards for how we handle your personal information.

What information is collected about me?

Most of the personal information collected relates to your diagnosis and treatment. When you attend a health facility a record is made containing your name, address, contact details and other information such as the nature of the problem, family history, and the diagnosis and treatment. Medicare and other Commonwealth benefit card details are collected for funding purposes only. Every time you attend new information is added to your record.

Information will generally be collected directly from you. However, there may be circumstances where information about you will be collected from someone else. For example, information in a referral letter from your local doctor or information obtained from a relative in an emergency. This information may also be included in your record.

Why does Queensland Health need this information?

The team approach to health care is common to the Australian health system and is used by Queensland Health. Our staff work together and share necessary information so that we can give you the best possible

care. Your previous history of care helps 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 recently had. By recording your treatment history carefully others in the team can check the treatment you have received.

Queensland Health recognises that some people may wish to use an alias when they present to receive a health service. Using an alias is not recommended because it may prevent us from identifying and accessing all the information we hold about you and providing the best possible care. Regardless of whether or not you use an alias, we will search our records to attempt to match and merge all records about you.

Your record may also be accessed by our administrative support staff to perform tasks such as booking appointments and communicating with you and other parts of Queensland Health.

How is information about me protected?

Health information may be contained in paper records and may also be held electronically, or in other mediums depending on the tests and treatment you have had. (For example, x-ray records).

All Queensland Health staff are bound by a strict legal duty of confidentiality. It is an offence for our staff to give information about you to anyone except under very limited circumstances. Your information is kept under strict security. If you have any questions about our policies please check with our privacy contact officer.

Is my information used for any other purposes?

There may be occasions when we need to use or disclose some information for purposes such as:

- ensuring you receive appropriate treatment and follow-up care
- undertaking quality assurance activities and other activities that help us monitor and improve the way we operate
- professional supervision or mentoring of our staff
- helping us with management, funding, monitoring, complaint handling, planning, evaluation and accreditation activities, including, for example, patient satisfaction surveys. Responding to surveys is entirely voluntary, and any response would be anonymous
- enabling us to code and de-identify records
- addressing liability indemnity arrangements. This may require giving information to a medical expert (for a medico-legal opinion), insurer, medical defence organisation, or a lawyer
- defending anticipated or existing legal proceedings which necessitates providing information to a lawyer
- enabling us to bill or recover debt in relation to services received, if appropriate

We will ensure that any such use or disclosure is limited to what is strictly necessary.

On occasion, information may be used for research that will help us provide a better healthcare system for everyone. However, in most instances your consent will be obtained before any of your personal information is made available to researchers. All research involving Queensland Health patients must first be cleared by a Human Research Ethics Committee and then approved by the District Manager before it can be conducted.