

Security

Tallangatta Health Service protects privacy by keeping personal information secure from unauthorised access, use and loss. As a patient you will have a central paper medical record that is stored securely by the Tallangatta Health Service. Information is also stored on computer systems. Your information is accessed in the medical record and computer systems by staff involved in your care. All staff employed by our health service have a duty to protect the privacy of personal information. Strict policies provide staff with guidelines for collection, use, release, security and disposal of personal information. This includes controls on password allocation for accessing the Tallangatta Health Service computer systems.

Can I have access to information about me?

Staff in your health care team are the best source of information about your care and treatment. Speak to a staff member if you have any questions about your care. The Freedom of Information Act 1982 sets out your right to access your medical record and personal information held by the Tallangatta Health Service. The request process may require you to complete an application and pay a fee.

If you identify information that is incorrect or you do not agree with, you may request that it is amended. Speak with a staff member at Tallangatta Health Service who will arrange access or amendment of your information.

Requests for or access to your health information can be made out to:

The Freedom of Information Officer
Tallangatta Health Service
PO Box 77
Tallangatta VIC 3700
Or phone: 02 6071 5200

PROTECTING THE PRIVACY OF YOUR HEALTH INFORMATION



PO Box 77
25 Barree Street
Tallangatta
VIC 3700

Main Reception
Phone: 0260 71 5200
Fax: 0260 71 5293
Email: THS@ths.vic.gov.au
www.tallangattahealthservice.com.au

What information is collected and why?

Information is collected during your visit to Tallangatta Health Service to help with your care. It is necessary for us to collect and keep this information such as previous illness or medication to ensure that members of your health care team have all the facts to quickly identify which treatments are likely to be safe and effective for you. This information will normally be collected directly from you. Other information collected and stored will include your name, address, date of birth, contact details, and details of your local doctor. This helps us plan your treatment while you are with us and when you go home. Each time you attend Tallangatta Health Service, your information will be updated with the aim of keeping it as accurate and up to date as possible. Please let a staff member know or contact reception when your details such as address or local doctor change.

Use and disclosure of your information

Your information is used by those involved in your care and treatment.

In addition:

- We routinely provide information to your local doctor/service provider by fax or secure electronic means after treatment at Tallangatta Health Service.
- A discharge letter to your local doctor summarises your stay at Tallangatta Health Service, your medication and any other any other special instructions we need your doctor to know about. If you do not wish for this information to be sent to your doctor please let a member of your health care team know so that your decision can be acted on.
- Your health information may be used within Tallangatta Health Service or forwarded to Department of Health in an anonymous form for planning, quality improvement and research. These activities provide the opportunity for improvements in care that benefit the community.
- Information is only made available for research projects that have been approved by an appropriate Ethics Committee following thorough investigation and review. Information that identifies you can only be released with your consent.
- In some circumstances, the health service is required by law to release information. Some details about people who have specific conditions (EG: some infectious diseases and certain cancers) must be reported to databases and registers

maintained securely by the Victorian Department of Health or other health care bodies.

- Information may also be provided to a court or tribunal when requested by subpoena. Health Funds, Transport Accident Commission or Victorian Workcover Authority may require information for billing purposes.
- Other hospitals or local doctors that you visit may contact us to obtain information about you so that they can care for you and treat you safely and effectively. We would ask them for written consent from you before releasing information to them. In an emergency situation, however, we will release information about you to facilitate care. In all other circumstances, no personal identifiable information will be released without your prior consent.