

## Protecting Your Privacy

This document explains:

- What information we collect about you
- How we use your health information
- The circumstances that allow you to refuse sharing of your information.

### How Austin Health keeps your information private

Austin Health complies with relevant laws to protect the privacy of your information. We have strict policies on how we collect, store, use, and disclose patient information. Your information can only be viewed by authorised staff.

### Information that Austin Health collects about you

- Demographic details about you, such as your name and contact details
- The contact details of your General Practitioner (GP) and nominated representatives
- Details about your healthcare. This may include information from other external healthcare providers, if this is needed for your care.

Please tell us on your next visit or phone 03 9496 5447 if your contact details or your GP details change, so that we can stay in contact with you or your GP about your ongoing healthcare needs.

### How Austin Health uses your information

To make decisions about your care in partnership with you	To ask you to join a research project
To offer health education to you	To understand health trends
To complete a survey about your visit	To plan better services
To ask for a donation to Austin Health	For research and teaching purposes

### Access to your information

You can apply to access your information under the Freedom of Information Act. You also have the right to request an amendment if you believe that the information is incorrect, incomplete, out-of-date or misleading. Download the FOI application at [www.austin.org.au/foi](http://www.austin.org.au/foi) or phone 03 9496 3103.

### Who outside of Austin Health may receive information about you?

- Austin Health may be required to share information with external service providers so that we can provide you with the best care or organise services for you. This may include:
  - Your GP
  - Other external health care providers such as your specialist or another hospital
  - Patient transport services



Austin Health acknowledges the Traditional Custodians of the land and pays its respects to Elders past, present and emerging.

Austin Health celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.



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- Community services
- Local council services
- We and other Health Services may access and share your information via a secure electronic health information sharing system called CareSync Exchange. This allows clinicians to access information about any previous Victorian Public health system treatment you have received. More information can be found at [www.health.vic.gov.au/quality-safety-service/caresync-exchange](http://www.health.vic.gov.au/quality-safety-service/caresync-exchange)
- We only discuss your treatment with your authorised representatives.
- If you stay in hospital, visitors are only informed of your ward and general condition.
- We may send information to your My Health Record if you have one. More information about the My Health Record can be found at [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)
- We provide information to court if it is subpoenaed.
- We report statistical information to government funding bodies. This may include your details.
- We report mandatory information to the Department of Health or other government bodies or registries, e.g. Victorian Cancer Registry.
- We will release information if there is a law that requires or permits us to do this. For example, we may release information under the Family Violence Information Sharing Scheme; or to prescribed entities for quality and safety purposes - to identify deficiencies or improvements in health.
- If you have a device inserted (e.g. pacemaker or a hip replacement) we may need to give your details to the manufacturer or supplier for safety reasons. They may be located overseas.
- Ex-service organisations may be notified if veterans or their dependants are inpatients so that they may visit them whilst they are in hospital.

## You can refuse to share your information

You have the right to refuse sharing of your information in the circumstances described in the table below. This may affect our ability to organise services for your ongoing care. To do this, tell us on your next visit or contact the phone number listed below.

To external health care providers	Health Information Services	Phone: 03 9496 5447
To a particular individual		
To your My Health Record		
For patient satisfaction surveys		
For fundraising requests	Fundraising Department	Phone: 03 9496 5753
To ex-service organisations	Veteran Liaison Office	Phone: 03 9496 2324

## Privacy Concerns

If you are concerned that Austin Health has not respected your privacy, you can contact the Patient Experience Office at Austin Health by email [feedback@austin.org.au](mailto:feedback@austin.org.au) or phone 03 9496 3566.

### For further information:

Health Information Services  
Phone: 9496 5447



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