

## ACCESS TO YOUR INFORMATION

You are entitled to request access to all personal information including your medical record held by St Vincent's Health Network. Normally you will be asked to apply for access in writing and provide identification. You may be charged a fee if you request copies of your personal information or medical record.

Requests for access to information will be responded to as soon as possible, or in most cases, no later than 30 days.

Access to your personal information may be declined in special circumstances, such as where giving access would put you or another person at risk of mental or physical harm.

Upon review of your record, if you believe the information we hold about you is incorrect or an error has been made, please let us know and we will correct it or add a notation to your health record.

## FUNDRAISING

At the time of your admission, we will seek your consent to the use or disclosure of your information for fundraising activities in relation to the St Vincent's Health Network. You can withdraw your consent at any time by contacting the St Vincent's Curran Foundation on 1800 800 595.

## HIV INFORMATION

Since September 2017, the Public Health Act 2010 allows for HIV information to be available to all healthcare workers involved in your care, even if the care does not relate directly to management of HIV. Your HIV information remains protected by privacy legislation which limits how sensitive health information may be used or disclosed. You can request that certain records are not uploaded to My Health Record or manage your privacy settings.

## CONTACT US

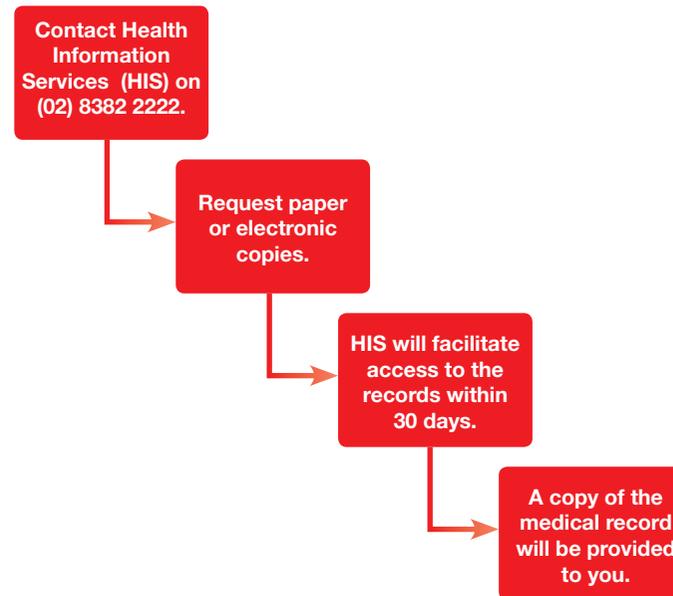
If you have questions or complaints about the privacy of your personal or health information, please contact our Hospital Switchboard on (02) 8382 1111 or Executive Unit on (02) 8382 2250 and ask to speak to:

Consumer Feedback Manager/Privacy Officer  
c/- Executive Unit

390 Victoria Street  
Darlinghurst NSW 2010  
Email: SVHS.feedback@svha.org.au

### How do I access my medical records?

\*\*Please see "access to your information" section for further information regarding obtaining medical records.



## RESOURCES

- Privacy Act 1988 (Cth)
- Health Records and Information Privacy Act 2002 (NSW) (HRIP Act)
- St Vincent's Health Network Privacy Policy can be accessed via <https://www.svhs.org.au/privacy-policy>

# You and your privacy

## St Vincent's Health Network



ST VINCENT'S  
HEALTH NETWORK  
SYDNEY

A SERVICE OF ST VINCENT'S HEALTH AUSTRALIA

St Vincent's Health Network includes St Vincent's Hospital Sydney, Sacred Heart Health Service and St Joseph's Hospital. We are part of the wider St Vincent's Health Australia.

## OUR OBLIGATIONS

We are committed to treating your personal information in accordance with privacy law. This leaflet explains how and why we collect personal information about you, how you can access your information and how your information may be used with St Vincent's Health Network, as a facility within NSW public health system, or disclosed to other parties.

## COLLECTION OF YOUR PERSONAL INFORMATION

We collect information directly from you wherever possible. If this is not possible, or in an emergency, we may also need to collect information from a family member, friend, carer or other person who can help us to provide you with appropriate health care.

## SECURITY OF INFORMATION COLLECTED

Your information may be held in a variety of ways. Most commonly, your information may be held as a paper medical records, and/or an electronic medical record forming part of a secure computerised database. Some information may also be held in the form of an image including x-ray or photograph, or as an audio or video recording. We follow strict rules and policies regarding the secure storage of personal information in all formats in order to protect your information from unauthorised accessed, loss or other misuse.

## USE OR DISCLOSURE OF INFORMATION

Your personal health information held either in paper or electronic format may be used by or disclosed outside of the health service to enable appropriate healthcare to be provided to you.

For example, your information may be used or disclosed as follows:

- to other treating health services, hospitals or medical specialists involved in your care and treatment;
- to your nominated GP, including information provided with your discharge referral documents;
- to contact you at home regarding follow-up appointments;
- to anyone authorised by you to receive your personal information including relatives, close friends or guardians;
- to your service provider, in circumstances where you are being discharged into their care;
- to the Ambulance Service of NSW;
- to process pathology, tests, x-rays, etc...;
- to third parties contracted to assist in accreditation or survey processes to obtain feedback on the services you have received from us;
- for billing and debt recovery;
- to students and other staff for training purposes;
- to other health services and authorised third parties to help prevent a serious and imminent threat to someone's life, health or welfare, such as in an emergency;
- to claims managers and associated persons for the purpose of managing a complaint, legal action, or claim brought against the health service or a treating health professional;
- for purposes relating to the operation of St Vincent's Health Network and treatment of our patients, including funding, planning, safety and quality improvement activities;
- to other related St Vincent's Health Australia entities as listed in our Privacy Policy.

**If you do not wish for us to collect, use or disclose certain information about you, you will need to tell us and we will discuss with you any consequences this may have for your health care.**

The law also allows or requires for your personal health information to be disclosed to other third parties, for example:

- to State and Commonwealth government agencies for statutory reporting purposes, such as to report notifiable diseases, for example cancer and infectious diseases, to report births and deaths, and to provide Medicare details;
- to researchers for public interest research projects as approved by a Human Research Ethics Committee;
- to other health services or law enforcement agencies, such as the Police, if you provide us with information relating to a serious crime, including assault, domestic violence, child abuse and so on;
- to other agencies where the information relates to your safety or wellbeing.

**HealthNet** is a secure online summary of your personal health information from NSW public health services where you have attended. HealthNet also provides clinical access to My Health Record.

HealthNet and My Health Record provide the doctors, nurses, hospitals and other health care providers who are treating you with better information about your health care. Staff are only permitted to access HealthNet and My Health Record for work-related purposes and in accordance with privacy obligations.

For further information go to:

[www.ehealth.nsw.gov.au](http://www.ehealth.nsw.gov.au)

[www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)