

Privacy concerns

If you have any questions or concerns about your privacy, we encourage you to contact:

Privacy Officer

Telephone

5563 1666

(Monday – Friday 9.00am – 5.00pm)

Consumer Engagement and Liaison Officer

Telephone

5563 4074

E-mail

quality@swh.net.au

Office of the Health Complaints Commissioner

Telephone

1300 582 113

(Monday – Friday 9.00am – 5.00pm)

Web

<https://hcc.vic.gov.au/>



Privacy
for
Consumers,
Families &
Carers

August 2018

South West Healthcare respects your privacy. We aim to make you aware of why your information is collected, used and shared. Wherever possible, we will provide you with choices about how your information is used and shared.

How we keep your information private

- We have strict policies on how we collect, use, store and share information
- We comply with relevant laws
- Only authorised staff can see your information

Information that we collect about you

- Details such as your name and contact details
- Contact details of your General Practitioner and next of kin
- Details about your health care
- Information from other health care providers, if this is needed for your care

Please let us know if your contact details or your GP's details change, so that we can stay in contact with you or your GP about your ongoing care needs.

How we use your information

- To make decisions about your care
- To plan better services
- To understand health trends
- For research and teaching purposes

Who we share your information with

- We inform your visitors of your ward and general condition
- We only discuss your treatment with the person/s you have nominated
- We may need to share your information with other service providers to meet your care needs. This may include:
 - your GP
 - other health care providers, such as your specialist
 - community services
- We may be legally required to release information about you, including:
 - to court if it is subpoenaed (asked for by the court)
 - reporting notifiable diseases to the Department of Health and Human Services
 - to the police or to child protection services
- We send information to your national e-health record, My Health Record if you have not opted out

We may contact you after you've left our care

- To offer health education
- Ask you to complete a survey about your hospital visit

Access to your information

- You can apply to access your information under the *Freedom of Information Act 1982*
- If you identify information in your record that you do not agree with, you have the right to request that it be amended
- Fees may apply
- For more information contact:

Freedom of Information Officer

Telephone

5563 1578

(Monday – Friday 9.00am – 5.00pm)

E-mail

foi@swh.net.au

Web

<https://www.swarh2.com.au/swh/content/freedom-of-information.aspx>