**ACCESS TO YOUR INFORMATION**

Members of your health care team are the best source of information about your care and treatment. It is important for you to discuss any concerns you may have regarding your condition and treatment with a staff member involved in your care.

In accordance with the Freedom of Information Act 1982 (Vic), you have the right to request access to your medical record and personal information held by us.

An application is necessary, and you may be required to pay a fee. If you identify information that is incorrect, you have a right to request that it be amended.

**NEED MORE INFORMATION?**

For concerns relating to privacy or requests for further information about our policies, contact the Centre Manager.

To apply for access to your records, contact Administration Officer.

**Woomelang and District Bush Nursing Centre is committed to providing you quality service which includes protecting your privacy**



**Our Vision**

**Woomelang and District Bush Nursing Centre seeks**

*To offer a safe, holistic health and wellbeing service that is*

*inclusive, flexible, adaptive and always improving.*

**CONTACT DETAILS**

**Centre Manager**

For queries relating to privacy or further information about our policies

0350726100

**Administration Officer**

To apply for access to your record

0350726100

**HOURS OF OPERATION**

**08.30 AM-5.00PM**

**MONDAY – FRIDA**



**Woomelang and District Bush Nursing Centre**

***YOUR PRIVACY***

***IS OUR***

***CONCERN***

16 Proctor Street

Woomelang Vic 3485

Ph: 03 5072 6100

Fax: 03 5081 2001

Email: admin@wbnc.org.au

**WHAT INFORMATION IS COLLECTED & WHY?**

When you become a patient or client of Woomelang and District Bush Nursing Centre services, a health record is created. Every time you attend any of our services, information is added to your record. Some of this will be recorded and stored on computer systems, in addition to a paper-based record being maintained.

**Personal information collected includes:**

* Your name, date of birth, address and contact details.

• Information for billing, if applicable.

• Details about your diagnosis, treatment and the outcomes of your treatment.

We only collect information that is necessary for us to provide your care and treatment and to perform our functions. We want to ensure that those involved in your care are able to plan your treatment before, during and after your attendance.

**Quality of Your Personal Information**

Our aim is to keep your information accurate, complete and up to date at all times. Each time you attend any of our services, we ask that you assist us in updating your details.

*Woomelang and District Bush Nursing Centre (WDBNC) does not use your personal information for the Organisation’s fundraising activities or for other commercial uses.*

**HOW IS YOUR INFORMATION USED?**

**Provision of Care**

• By health professionals and support staff involved in your care, (i.e. your health care team).

• Customarily, health professionals will involve your next of kin and other family members in your care plan, unless you request otherwise.

• You may be contacted following discharge to check on your progress and/or discuss any comments you may have in relation to the care we have provided.

• Your nominated local doctor may receive a copy of the discharge summary, which includes information about your condition, treatment, medication and special instructions. If you do not wish this information to be sent, please advise staff at admission.

• In the event that you are receiving care from another health service, they may request information be forwarded to them to assist in treating you. We only release health information that is relevant to your current condition and necessary for your continuing care.

**Planning, Quality**

• For planning purposes to ensure appropriate health service delivery by WDBNC and the Victorian Department of Human Services (DH).

• DH has strict policies relating to access and the use of information received.

• For quality improvement activities to strive continually for best possible practice.

**Billing**

• For billing and payment purposes if applicable (e.g. health insurance, WorkCover, TAC, Department of Veterans Affairs).

**PROTECTING YOUR PRIVACY**

We ensure personal information is secure through policies regarding access, handling, storage and disposal. The information that is collected about you is stored securely and is only accessed by authorised staff; this includes password security to information stored electronically.

**Disclosure**

In addition to care provision, planning, quality and billing, personal information relating to you can only be disclosed subject to: The law requiring disclosure, for example:

• Notification of infectious diseases and some types of cancer.

• Subpoena of information for court hearings.

• Under other legislation such as Mental Health Act 1986 (Vic), Children and Young Persons Act 1989 (Vic). You (or your next of kin) consenting to the disclosure of information.

**Disposal**

DH – Health Records Act and the Public Record Office Victoria, for retention and disposal of records, are legal requirements used to store and dispose of records in a confidential manner.