

What information does GPH collect about me?

Information is collected to manage your care. We collect:

- your name and contact details
- the contact details of the person to call in case of an emergency and/or next of kin
- details about your health
- information from other health care providers if this is needed for your care.

How does GPH use this information?

- To make decisions about your treatment or care.
- To help plan better services for you.
- To understand health trends.
- For quality and teaching purposes.

Who else may receive information about me?

- GPH shares your information with other people within the team to provide you with the best treatment options.
- We may share basic information to Medicare for billing, to your chemist for a script, to a service that might assist us to know how best to care for you, for example a specialist service or a pathology provider.
- Each person has a unique identifier and we use this to match you with your health record and when communicating with others in the health system.
- We will only discuss your treatment with a family member, carer or nominated person that you have chosen.
- It is common to send a letter to a service who has referred you.
- We report statistical information to government funding bodies, no one is identified.
- We will provide information to an organisation where we are required by law.

There may be circumstances in which you do not want GPH to share your information.

You can withdraw consent to share information, we will discuss with you any consequences.

How is my medical record kept?

Your medical record is required to be kept for a period of time dependent on legislation.

- We keep your medical record on computer. All staff have a password and only staff that need your health information are able to access your record.
- If we have a paper record, we scan this into your electronic record and either file this paper in a secured locked area or destroy this paper file.
- If you agree to be a part of the Patient Controlled Electronic Record you, your GP and any other person/service that you have agreed to, will have access to that record.

Can I access my medical record?

Under the Freedom of Information Act 1982, you can apply to see, obtain a copy or amend your medical record. A fee may apply. All you need to do is tell a person at the service that you want to access to your information. Contact the GPH Privacy Officer if you feel you have not been supported in this request.

What to do should you feel that your privacy has not been respected?

1. If you have a complaint, please talk to your nurse, counsellor, worker or doctor.
2. If you feel you have not been heard after this, talk to the Manager in charge at the service.
3. If you do not believe that this has been dealt with correctly then you can contact our Privacy Officer via email info@gph.org.au or telephone 02 4220 7647. You could also mail your concerns to: Attention Privacy Officer, PO Box 1198 Wollongong NSW 2500.
4. Should you not be satisfied that your privacy has been protected or you have not received a satisfactory response, you can contact the Office of the Australian Information Commissioner through <http://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

GPH takes your privacy and your right to complain seriously. Our Staff follow a Code of Conduct and complaints are reported and dealt with as quickly as possible, we will keep you up to date with progress. We expect our staff to respond to your concerns, and you will be given written information telling you about your rights and responsibilities and how to provide us with feedback.

It should be noted that we do not provide your information to a third party nor do we have any reason to make disclosures overseas.