

## What is Health Information?

When you become a resident at Banawah a file is created which will hold all your health information.



The type of information we will need about you is your name, address, contact details, Medicare and/or Department of Veteran Affairs number, Pension and Private Health Fund details. We also record your medical history, past and present and any information that is relevant to your care.

You can access our Privacy Policy by referring to the resident handbook, by looking on our website or just ask our staff for a copy.

## Why do we collect information?

- To ensure that your care is carried out in a safe and effective way.
- To allow medical staff to identify the best treatment for you.
- To assist us to meet your chosen goals for care and services
- To prevent discomfort to you by having tests repeated unnecessarily.

- To ensure that your information is up to date. Records are updated daily by care staff to ensure continuity of care. Always let staff know of any changes, no matter how small.
- To provide best care by being aware of previous care and treatment given.

**It is very important that you give us as much information as possible. Your information helps us to provide the right care for you. If you choose not to share some of your information this may affect your treatment plan.**

## Who has access to your information?

Your information will only be shared with health professionals that you have approved.

Other health care services including private health care professionals that you attend may also access your information, with your consent.

In an emergency where you are unable to consent, we will release information about you to other health care professionals to ensure the best care for you.

Any information provided by you will be used only for the purpose/s intended and where the intention includes confidentiality, information will be treated as such unless otherwise required by law.

Emails and addresses provided will only be used to respond to specific user queries and will not be added to any mailing lists, nor disclosed to any other party without your knowledge and consent, unless required by law.

The Department of Social Services require data to be provided to them prior to Nathalia District Hospital being paid by them for services given. This information is often de-identified

Occasionally information is needed for research purposes, but we would always obtain your consent first.

## What happens to your information?

Once you have a record/file at Banawah, it is stored in a safe and secure area. Some of this information is stored locally on computers, with access restricted to those who need the information to provide care. After you have been discharged, your file is kept in a locked medical records specific area or on a local IT storage data base.

Information can be released or subpoenaed to a court/tribunal. The Department of Health also requires us to report to them if you have an infectious disease or specific types of cancer.

Your information is kept in accordance with the standards set by the Department of Health, other agencies and the *Public Records 1973 Act*.

### Accessing your records:

If, for any reason, you wish to access this information, please speak to the Nurse Unit Manager.

During your stay you may request access to your record(s).

You also have the right to access your records under the *Freedom of Information Act 1982 (Vic)*. You can ask for copies or arrange with the Director of Nursing to view your records in person.

### For more information:

Leigh Giffard (Director of Nursing at Nathalia District Hospital)  
Ph: (03) 58669444

Dale Fraser Chief Executive Officer of Nathalia District Hospital (Privacy Officer)  
Ph: (03) 58322000

Office of the Victorian Commissioner  
GPO Box 5057  
Melbourne Victoria 3000  
Ph: 1300 666 444 (toll free)  
Email: [enquiries@privacy.vic.gov.au](mailto:enquiries@privacy.vic.gov.au)  
Website: [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)

Office of the Victorian Health Service Commissioner  
Level 26  
570 Bourke Street  
Melbourne Vic 3000  
Ph: 1300 582 113  
Email: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)  
Website: [www.health.vic.gov.au/hsc/](http://www.health.vic.gov.au/hsc/)

**Nathalia District Hospital/Banawah**  
36-44 McDonell Street  
Nathalia Vic 3638  
Ph: (03) 58669444  
Fax: (03) 58662042  
Email: [nathalia@humehealth.org.au](mailto:nathalia@humehealth.org.au)  
Website: [www.nathaliahospital.org.au](http://www.nathaliahospital.org.au)

## Your Personal Information it's Use and Protection



Reception office hours  
8.30am to 4.30pm  
Monday to Friday