

Information collected in health records

When you attend a health facility, an electronic record is made that contains:

- Your name
- Address and contact details
- Nature of the problem
- Family history
- Diagnosis and treatment
- Test results, x-rays and scans
- Medicare and Commonwealth card details

Electronic records

Health information may be contained in electronic records, electronic information systems or in other mediums depending on the tests and treatment you have had.

Every time you attend a health facility, new information is added to your record. Information will generally be collected directly from you. However, there may be circumstances where we may need to talk to someone else, for example, your doctor or a relative, in an emergency situation. This information may also be included in your record.

Who owns your health record?

Your actual medical record is the property of the Hospital and Health Service; however, you are able to access your information under the provisions of the Information Privacy (IP) Act 2009 (Qld).

Using another name

We know some people may wish to use another name (alias) when receiving health services. However, this may prevent us from finding all the information we hold about you and providing appropriate care. Regardless of whether or not you use an alias, we will search our records and attempt to match and merge all records about you.

Protecting your information

All staff are bound by a strict legal duty of confidentiality. It is an offence for our staff to give information about you to anyone except under limited circumstances set out in legislation. We maintain strict security policies and practices with respect to who has access to personal information about you. If you have any questions about privacy and confidentiality within Mackay Hospital and Health Service facilities, talk to the privacy contact at your hospital. Please refer over page for contact details.

Who can access your information?

After your discharge from hospital, the information on your care and treatment will generally be forwarded to your chosen general practitioner (GP). This may include the discharge summary, test results or any special instructions for your continuing care. Should you wish to decline this service, please advise staff before you are discharged. Alternatively if your information has not been sent to your doctor/GP upon discharge, your doctor/GP may send a request with your signed consent for the release of information.

If you receive health care at a service or residential care facility that is not operated by a Hospital and Health Service and that facility contacts us to obtain information about you, we will release health information to help your treatment.

Your records may be accessed by our administrative support staff to perform tasks such as booking appointments and communicating with other areas of the health service.



When your information may be disclosed

There may be occasions when we need to use or disclose some of your information, such as:

- Ensuring you receive appropriate treatment and follow-up care.
- Undertaking quality assurance activities and other activities that help us monitor and improve the way we operate.
- Professional supervision or mentoring of our staff.
- Patient satisfaction surveys (responding to surveys is entirely voluntary and all responses are anonymous).
- Helping us prepare information for public health monitoring.
- Addressing liability indemnity arrangements, which may require giving information to a medical expert, insurer, medical defence organisation or a lawyer.
- Providing information to a lawyer who is representing the State or a Hospital and Health Service in relation to a matter.
- Billing or recovering debt in relation to services received.

In some circumstances, we are legally obliged to disclose information about you, such as:

- If your records have been subpoenaed for a court case.
- Collecting information about particular health conditions such as life-threatening diseases or diseases with high public health risks.

We will ensure that any such disclosure is limited to only what is necessary. On occasion, information may be used for research that will help us to improve healthcare practices without your consent. All research involving patients must undergo ethics consideration and be authorised by a Chief Executive before it can be conducted.

Accessing your own health records

You have the right to apply for access to information held in your health records.

To access, and how to apply for your medical records copy the link below or contact your Hospital & Health Service (contact details on the next page).

<http://www.mackay.health.qld.gov.au/patients-and-visitors/access-your-medical-records/>

When seeking access to your health information, you will need to provide evidence of your identity, such as:

- Passport
- Birth certificate or extract
- Drivers licence or 18+ card
- If the applicant is a prisoner, a copy of the person's identity card certified by a corrective service officer

You will need to provide a certified copy of these documents, unless presenting originals in person. If you don't have any of the listed documents, talk to the Information Access Unit about other accepted evidence of identity documents.

If your application cannot be processed under an Administrative Access Scheme, it will generally be referred for processing under the *Information Privacy (IP) Act 2009 (Qld)*.

Accessing other people's health records

If you want to access someone else's record (e.g. a relative's), and you do not have or are unable to obtain their consent, you will need to make a Right to Information (RTI) application. Alternatively, where an Enduring Power of Attorney is in place and the patient lacks capacity, an application can be made under the Powers of Attorney Act, 1998. A solicitor or agent can act on behalf of another person; however the patient's authority is required in this

situation. Other requirements may include evidence of identity for the patient and agent. For further information on accessing records for children or deceased patients please contact the Information Access Unit.

Amending information in your health record

If there is information in your health record that is incorrect or which you do not agree with, you can apply for it to be amended under the *Information Privacy Act 2009 (Qld)*. You will need to provide details of why the information may be inaccurate, incomplete, out of date or misleading. For more information, contact the RTI decision-maker.

Contact
Information Access Unit
Mackay Hospital & Health Service
 PO Box 5580 MMC Mackay Qld 4741
 Ph: 4885 7381 Fx: 4885 7399
 Email: MHHSIAU@health.qld.gov.au

Bowen Hospital
 PO Box 808 Bowen Qld 4721
 P:47868222 F:47863188

Clermont Hospital
 PO Box 42 Clermont Qld 4721
 P:4983 4000 F:4983 4001

Collinsville Hospital
 PO Box 56 Collinsville Qld 4804
 P:47854777 F:47854799

Dysart Hospital
 PO Box 42 Dysart Qld 4745
 P:49411911 F:49411931

Moranbah Hospital
 PO Box 99 Moranbah Qld 4744
 P:49414600 F:49414610

Sarina Hospital
 1 Hospital St Sarina Qld 4737
 P:49438777 F:4943 8739

Proserpine Hospital
 PO Box 229 Proserpine Qld
 P:48139400 F:48139480

Published by Mackay Hospital and Health Service
 Queensland Health, June, 2016

© The State of Queensland, Queensland Health, 2015
 Version: 1.2



Partnering with Consumers – Standard 2 (2.4.1)
 Consumers and/or carers provided feedback on this information.

Your Health Record and Personal Information



Mackay Hospital and Health Service respects the privacy of patients and their families.

Your previous care history can help us identify which treatments are likely to be safe and effective for you, and can also help reduce the likelihood of repeating tests unnecessarily.

Mackay Hospital and Health Service is subject to privacy and confidentiality legislation which sets the standards for how we handle your personal information.