

Privacy, Rights & Confidentiality Brochure

Version No. 1
Date of approval: November 2008
Next review due: November 2009

Your information

What information do we collect about you?

We keep your name and contact details on your client record. Other details such as your health care plan, assessment details, and information about your health and other appropriate information are updated each time you visit.

Why do we collect your information?

The information we collect helps to keep up-to-date details about your needs, so we can care for you in the best possible way. We also use the information to better manage and plan this Service.

Who else sees your information?

Your information can only be seen by the professionals in this Service involved in your care. We only release information about you if you agree or if required by law, such as in a medical emergency.

Legal and other limits of confidentiality

In some circumstances confidentiality may be breached without notification.

Some examples are:

- when information must be disclosed to ensure a person's safety;
- when protection of a child is involved (Mandatory Reporting Act 1993, Child Wellbeing and Safety Act 2005);
- when required by law (e.g. Court Subpoenas).

Protection of your health records

How will your information be protected?

The privacy of your information is protected by law. We are committed to protecting the confidentiality of your record. We treat your information in the strictest confidence and store it securely.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. It is your right not to share some of your information or restrict access to your client record, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

Access to records

Can you access your information?

Yes. You have a right to request access to your information and to ask for it to be corrected if necessary. There are two points at which this access may occur -

- during the consultation with the professional, at which time you will be able to view the notes resulting from the current or previous consultations with that particular professional; or
- as a written request to GVCHS at which point a fee may be incurred (as per DHS guidelines) through our Freedom of Information Process.

Comments/Complaints process

GVCHS welcomes any feedback from clients. You can make a comment, suggestion or complaint by talking to a representative of our Leadership & Management Team and/or filling out a feedback form. If you need access to an interpreter to do this we will arrange one. Address the feedback form to the CEO at 399 Wyndham Street, Shepparton, Ph: (03) 5823 3200. Complaints will be investigated and responded to in the shortest time possible and you have a right to continued access to services during and after this time. If you are not satisfied with the outcome of the complaints process you can contact:

The Health Services Commissioner

**Level 30, 570 Bourke Street,
Melbourne 3000**

Phone: 8601 5222 or Free call: 1800 136 066

Client Declaration:

I have been advised and understand my rights and responsibilities and the limitations of privacy and confidentiality in relation to services provided by Goulburn Valley Community Health Service.

Name: _____

Signature: _____ Date: _____

Staff Member Declaration:

I have explained the client's rights and responsibilities and the limitations of privacy and confidentiality in relation to services provided by Goulburn Valley Community Health Service.

Tick where translated version provided Language: _____

Name: _____ Signature: _____ Date: _____

Client Rights

As a client you have the right to:

- Be treated with dignity and have your beliefs, cultural and religious practices respected
- Expect quality care based on recognised standards, practices and ethics
- Know the identity, professional status and qualifications of the professional responsible for your care
- Privacy during consultation and have all information concerning you be treated confidentially
- Have an advocate present at a consultation (e.g. friend, family member and/or interpreter)
- Be actively involved in the decisions around the delivery of your care and participate in decision making which affects your care
- Make an informed choice about appropriate treatment options and to consent to, or refuse, any assessment or treatment, (unless legislation prevents this)

Client Responsibilities

As a client it is your responsibility to:

- Treat staff with respect and courtesy
- Keep appointments or give early notification of cancellations
- Provide full and accurate information to the professional responsible for your care
- Tell staff and doctors of any known changes to your health or circumstances
- Respect the privacy of others attending this service and keep in confidence any information shared by group members in programs conducted by this service
- Tell staff if you do not understand what you have been told about your treatment and care
- Accept the consequences of any decision you make not to adhere to agreed care plans
- Notify the professional responsible for your care if you are unhappy with the Service so that appropriate action may be taken