



OFFICIAL

Patient privacy

Understanding your health information

What we collect

North Metropolitan Health Service (NMHS) collects a range of information about you in order to provide you with the appropriate service and treatment. This may include your name, birthdate, address and phone number, as well as your health information, pathology, medications and test results.



We will collect information from you directly wherever possible. We may, however, refer to other sources, such as your previous records, My Health Record, and other health service providers.

We may also collect information from a family member, friend, carer or interpreter who can help us provide you with the best care.

Your health information is stored securely in electronic databases and in a hard copy medical record. Access to both is strictly controlled. Privacy and confidentiality is maintained in line with the *Health Services Act 2016*.

My Health Record

My Health Record is Australia's digital health record system. All Australians have a My Health Record, unless you have opted out of the Australian Government database. We will provide a summary of your health information to your My Health Record. NMHS staff may also view your My Health Record. If you do not wish for your information to be provided to My Health Record, you must tell us at the beginning of your visit.

For more information about My Health Record, please phone 1800 723 471 or visit www.myhealthrecord.gov.au

Access, use and disclosure of your health information

Your health information is used by NMHS staff to enable them to provide appropriate care and treatment. It may also be used and disclosed for other lawful purposes under the *Health Services Act 2016*, for example:

- To other health services, hospitals or medical specialists involved in your care
- To your nominated GP, including information provided with your discharge summary
- To My Health Record
- To contact you regarding follow-up appointments or feedback on the services you have received
- To your private health fund if you are admitted as a private patient
- To your carer to assist with your care
- To students and other staff for training purposes
- To other health services or authorised third parties to help prevent a serious threat to someone's life, health or welfare
- For operational and management purposes, including safety and quality improvement, funding and planning
- To investigate a complaint
- To manage a legal action or claim brought against NMHS

If you do not wish for us to collect, use or disclose certain information about you, you need to discuss this with your treating doctor.

The law also allows or requires your health information to be disclosed to other third parties, for example:

- To State and Commonwealth government agencies for statutory reporting purposes, such as infectious/notifiable diseases, cancer and to report births and deaths
- To researchers for approved projects that are considered by a Human Research Ethics Committee to be in the public interest
- To law enforcement agencies or the courts if ordered to produce
- To other agencies where the information relates to child safety, welfare or wellbeing

Accessing your information

You are entitled to request access to information that we hold about you. You will need to apply in writing and provide proof of identification. You will not be charged to receive a copy of your healthcare record.

Access to your information may be declined in rare circumstances, such as where giving access would put you or another person at risk of harm.

If you believe the information we hold about you is incorrect or out of date, please let us know and we will correct or annotate your record. Please direct requests to the relevant Hospital Records Department:

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Graylands Hospital P: (08) 6159 6475 E: FOI.GH@health.wa.gov.au	King Edward Memorial Hospital P: (08) 6458 1312 E: FOI.KEMH@health.wa.gov.au
Osborne Park Hospital P: (08) 6457 8054 E: OPH.FOI@health.wa.gov.au	Sir Charles Gairdner Hospital P: (08) 6457 6006 E: SCGH.FOI@health.wa.gov.au

Feedback, compliments and complaints

If you have questions or a complaint about your health information, please contact Consumer Liaison Services:

King Edward Memorial Hospital W: KEMH - Feedback, compliments and complaints E: WNHSCLS@health.wa.gov.au P: (08) 6458 1444	Sir Charles Gairdner Hospital: W: SCGH - Feedback, compliments and complaints E: CLS@health.wa.gov.au P: (08) 6457 2867
Osborne Park Hospital W: OPH - Feedback, compliments and complaints E: CLS@health.wa.gov.au P: (08) 6457 2867	Mental Health and Public Health Services W: Mental Health and Public Health - Feedback, compliments and complaints E: MHPHDS.CLS@health.wa.gov.au P: (08) 9242 9612 and ask to speak to someone in our Consumer Liaison Service

Translation and interpreting service

If you need help with contacting the above services or require translation, please call 131 450.



We are proud to be a smoke-free site.
Thank you for not smoking or vaping in any buildings or on our grounds.

Talk to our staff if you'd like free nicotine replacement therapy to reduce your cravings and be smoke-free during your hospital stay.

This document can be made available in alternative formats on request.

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