

Banksia Palliative Care Services Privacy Statement

August 2019

Banksia Palliative Care Service complies with relevant privacy laws and is committed to protecting your privacy.

What information is collected about me?

Every Banksia Palliative Care Service client has a medical record. The information collected about you is used to manage your care. We collect:

- Your name and contact details
- The contact details of your GP and next-of-kin
- Details about your health treatment
- Information from other health care providers if this is needed for your care.

Your information is stored securely on our password-protected computer systems. Only authorised staff are able to access a patient's file. All staff agree to a strict ethical code to protect your privacy.

How is my information used?

Banksia Palliative Care adopts a team approach when planning and delivering care and services. Our Clinical and Support and Wellbeing Team members use your information:

- To make decisions in collaboration with you about your treatment or care
- To help plan better services for clients
- To understand health trends
- For research and teaching purposes using de-identified data.

Who may contact me?

Banksia Palliative Care Service staff may contact you to:

- Ask you to join a working group for Quality Improvement projects and/or when developing new services or changing existing services
- Ask you if you or your family/carer may wish to become a Banksia Volunteer at an appropriate time
- Ask for a donation to Banksia Palliative Care Service

If you do not want to receive fundraising requests, please let us know by contacting our office on 9455 0822

Who else may receive information about me?

Banksia Palliative Care Service works as part of a team. We may need to share your information with other organisations involved in your care to provide the best care and treatment for you OR we may be required to share your information where there is a law that requires us to do so. We have a duty of care to let you know if we need to share information.

For example, it is common to send a letter or a summary to your GP when you receive care and services from Banksia. This will tell your GP about the care and other health care providers involved in your care.

Ambulance, patient transport services, your specialist, community nurse or local council services that look after you may ask us for information about your care needs.

We will present your medical record to court if it is subpoenaed.

We will report certain diseases to the Department of Health or the Victorian Cancer Registry.

We report statistical information to government funding bodies.

We will only discuss your care and treatment with your next of kin or the person you have nominated.

Can I see what is in my record?

Under the Freedom of Information Act 1982, you can apply to see, obtain a copy or amend your medical record. Please contact our Executive Officer on 9455 0822

Useful contacts

The Office of the Australian Privacy Commissioner

phone: 1300 363 992.

Website: www.oaic.gov.au

email: enquiries@oaic.gov.au

Health Services Commissioner

phone: 1300 582 113

website: www.hcc.vic.gov.au

email: hcc@hcc.vic.gov.au

Department of Health

website: www.dhhs.vic.gov.au

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