



**The Royal Victorian
Eye & Ear Hospital**
caring in every sense



**Protecting
your Privacy**

Protecting your Privacy

The Royal Victorian Eye and Ear Hospital is committed to protecting your privacy. We support, promote and comply with the Health Privacy Principles in the Health Records Act 2001 (Vic).

This brochure contains answers to some frequently asked questions regarding why information about your health is collected and how the hospital protects your privacy.

Your health information will only be used and disclosed for the purposes for which it was collected and it is protected from misuse. The collection or sharing of information is limited to that which is necessary. It is important to be clear about the purposes for which information is being shared. We aim to be open with you about why information is being shared, who it is being shared with, what will happen to it, and how you can get access to it.

It is important that the details in your medical record are accurate. Please advise us of any update to your information in writing to:

Health Information Services

The Royal Victorian Eye and Ear Hospital

*Locked Bag 8, East Melbourne Vic 8002 or
phoning (03) 9929 8230.*



Why do we need to collect information about you?

When you become a patient of The Royal Victorian Eye and Ear Hospital, a paper and electronic record is made containing your name, address, contact details and other information such as the nature of the problem for which you have been seen and the treatment or advice you were given. Every time you attend The Royal Victorian Eye and Ear Hospital new information is added to your record. Your information may be included on hospital clinical databases where necessary for your continued treatment. With your permission we will also collect information about you from other health services as necessary and this information will be added to your record.

The information is collected and documented so that each health professional who is involved in your care can provide you with appropriate and safe treatment. Information may also be used by the hospital to help plan for providing better healthcare overall. No personal, identifiable information apart from that which is described in this pamphlet will leave the hospital without your prior consent.

Research projects are conducted in the hospital with the approval of relevant research committees, which comply with strict ethical and privacy guidelines. Researchers must follow strict confidentiality guidelines and no personal identifiable information will be used for research without your agreement.

There is a possibility that you may be asked to participate in Quality Improvement Activities, Clinical Trials or Research. You always have the right to refuse to participate without your treatment at the hospital being affected.

How is your record protected?

All hospital staff who access patient records are required to maintain patient confidentiality when handling and disclosing patient information. The hospital maintains strict procedures with respect to who can access your personal information. All staff are bound by a strict code of conduct with respect to maintaining the confidentiality of your information.

Medical records for patients attending Eye and Ear satellite services are securely transferred and stored at these sites.

Requests by third parties for any other information contained in your medical record require your consent. Should the hospital be required by law to release information from your medical record, such a release would be conducted through the office of the Executive Director of Medical Services.

How do I access my record?

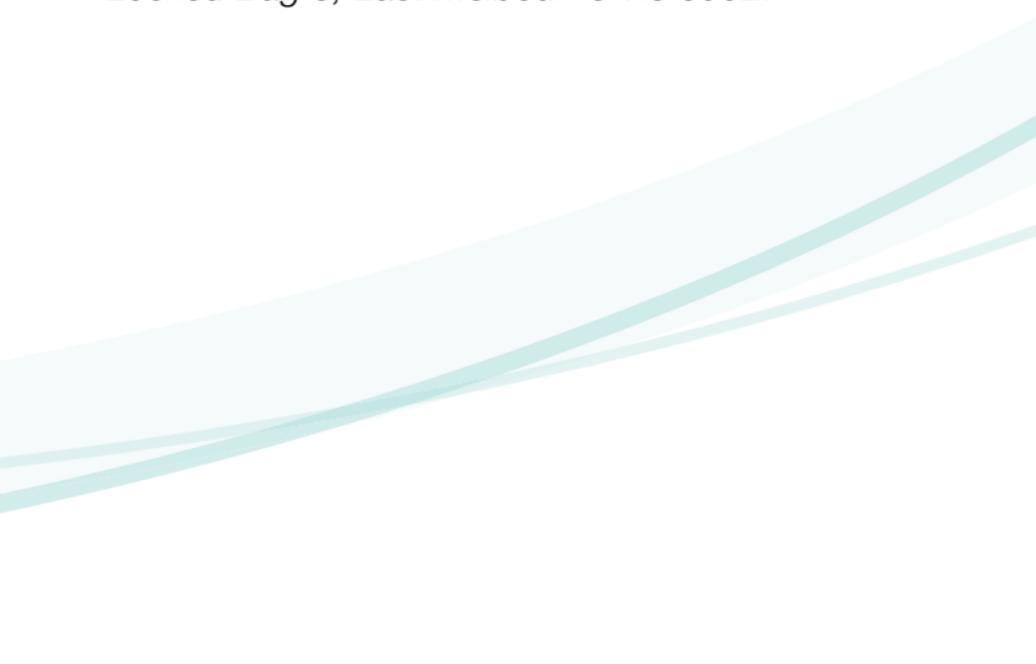
Any questions you have about your medical record can be discussed with your doctor at the time of your consultation.

If the issue is complicated, or if you require a report, or need access to your medical record through Freedom of Information, you should write, clearly stating your requirements, to:

Medical Services

The Royal Victorian Eye and Ear Hospital

Locked Bag 8, East Melbourne Vic 8002.



Will I be contacted after I leave the hospital?

It is routine practice and an essential part of your ongoing treatment that we send a letter to your local doctor when you go home after an admission. This letter summarises your stay at the hospital, your medications and any special instructions we need your doctor to know about. If you do not want this information to be sent to your doctor please let us know as soon as possible.

Sometimes your local doctor will contact us for more information about your treatment. In this situation we give the information only to the doctor who you have specified or nominated as your local doctor on your patient registration form.

A staff member may contact you following your discharge from the hospital to ensure you are managing your care at home. This is part of normal patient care follow-up. At times, the hospital and the Victorian Department of Health conduct surveys and questionnaires asking your opinion about our services. These surveys, which are voluntary and confidential, are normally conducted while you are in hospital, however, on occasion you may be contacted at home.

If you do not want to be contacted for surveys please notify us by writing to:

Privacy Officer

The Royal Victorian Eye and Ear Hospital

Locked Bag 8, East Melbourne Vic 8002.

The hospital occasionally mails fundraising material to patients, if you do not want to receive this information please contact the fundraising department on 1800 808 137.

Who do I contact if I have a privacy complaint or comment?

Contact our Consumer Liaison Officer
on (03) 9929 8225 or email
info@eyeandear.org.au

The Royal Victorian Eye and Ear Hospital

Street address:

32 Gisborne Street
East Melbourne, Victoria 3002

Postal address:

Locked Bag 8
East Melbourne, Victoria 8002

Telephone: (03) 9929 8666

Facsimile: (03) 9663 7203

Email: info@eyeandear.org.au

eyeandear.org.au