

Protecting your Privacy



the royal victorian
eye and ear
hospital

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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) as well as the *Privacy and Data Protection Act 2014* (Vic). Your personal health information is only used and disclosed for the purposes for which it was collected and is protected from misuse. The collection or sharing of information is limited to what is necessary.

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

Why do we need to collect information about you?

The hospital collects information so our health professionals can provide you with appropriate and safe treatment. When you become a patient of the Eye and Ear, a paper and electronic record is made containing your name, contact details, information about your health problems and any treatment or advice received. Every time you attend the Eye and Ear, 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 may collect information about you from other health services and add to your record.

Information may also be used by the hospital:

- To help plan for providing better healthcare.
- As part of research projects or clinical trials conducted in the hospital, which comply with strict ethical and privacy guidelines.

You always have the right to refuse to participate without your treatment at the hospital being affected.

In all cases, no personal, identifiable information will be used for research or will leave the hospital without your prior consent.

How is your record protected?

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

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

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

How do I access my record?

Any questions about your medical record can be discussed with your doctor at your consultation.

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

**Medical Services,
The Royal Victorian Eye and Ear Hospital,
Locked Bag 8,
East Melbourne Vic 8002.**

Information about application forms for Freedom of Information requests and applicable fees is available on our website www.eyelandear.org.au.

Will I be contacted after I leave the hospital?

When you go home after an admission or after an emergency or outpatient visit, we will send a letter to your local doctor as part of your ongoing treatment. This letter summarises your stay at the hospital, medication requirements and any special instructions your doctor needs to know. If you don't want this information to be sent to your doctor please let us know.

If your doctor contacts us about your treatment, we will only give your information to the doctor you nominated on your patient registration form.

A hospital staff member may also contact you to ensure you're managing your care at home.

At times, the hospital and the Victorian Department of Health and Human Services (DHHS) conduct surveys asking your opinion about our services. These voluntary and confidential surveys are normally conducted while you are in hospital, however on occasion you may be contacted at home.

If you don't want to be contacted for surveys please notify us:

**Privacy Officer,
The Royal Victorian Eye and Ear Hospital,
Locked Bag 8,
East Melbourne Vic 8002.**

The hospital occasionally mails fundraising material to patients, to opt out please contact the fundraising department on 1800 808 137.



What happens to information?

Sometimes the hospital is required by law to release information. Some details about people who have specific conditions (eg some infectious diseases and types of cancer) must be reported to databases or registers maintained securely by DHHS or other health care bodies. Information may also be provided to a court or tribunal when subpoenaed.

Certain information about your hospital visit may be sent to organisations such as DHHS. This information is summarised and doesn't identify you. It is used for funding, planning and improving health care.

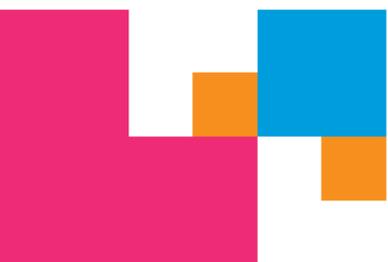
We may also be required to contact Medicare, your private health insurance company or the Department of Immigration and Border Protection to verify your eligibility for care as a new patient.

It's important the details in your medical record are accurate. Please let us know if your details, eg address or doctor, change:

**Health Information Services,
The Royal Victorian Eye and Ear Hospital,
Locked Bag 8,
East Melbourne Vic 8002
or (03) 9929 8230.**

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

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





E info@eyeandear.org.au

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F +61 3 9663 7203

TTY +61 3 9663 8052

Main Hospital

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eyeandear.org.au