

QEC recognises every person's right to privacy. We want families to know how we use health information.

What happens to your information?

We keep a health record for all families accessing our services. The record contains contact details and information about the care given to families. This record is kept up-to-date and held securely. We keep records for a specific number of years and then the record is securely destroyed. QEC maintains strict procedures about the use of health information. In addition, all employees are bound by a strict code of conduct which includes confidentiality. We collect information in order to provide the best possible care for your family. If you choose not to tell us important information, it may affect the quality of the care that we can provide. We ask that you provide accurate and complete information for the safety of you and your family.

Who has access to your information?

All employees providing your care have access to your health records. We will only provide information to other services with your consent or if required by law. These other services may include:

- Your General Practitioner (GP)
- Your Maternal and Child Health Nurse
- Specialist medical practitioners
- Department of Health / Department of Families, Fairness and Housing

In some circumstances QEC is obliged by law to release information from your health record, for example:

- Presentation of your record as evidence in court when subpoenaed (e.g. in case of legal action)
- Reporting of basic information about you to the Department of Health / Department of Families, Fairness and Housing, such as age, gender and the suburb in which you live, but not your name
- Reporting notifiable circumstances or diseases (e.g. some infectious diseases) to the Victorian Department of Health
- Notification to our third party indemnity insurers in circumstances which may give rise to a claim.

Quality Improvement and Research

At times files will be audited or checked to ensure that the information is accurate and complete. Your personal information is not collected or recorded during audits. The audits are conducted by employees or by an accreditation service, as required by our funding body. As necessary, de-identified information from health records may also be used for staff development, program reviews, future planning and evaluation. Information from your health record will only be used for research purposes with your consent and if the project has been approved by an ethics and research committee.

How can you gain access to information about you?

In accordance with the Health Records Act 2001 (VIC) you have the right to request access to your health record. A fee may be charged for this service. If there is information in the record which is incorrect or with which you do not agree, you have the right to request that it be amended.

Requests for access to your health record can be made in writing to: The QEC Privacy Officer - 53 Thomas Street Noble Park 3174.