



MELBOURNE SEXUAL HEALTH CENTRE PRIVACY STATEMENT

Protecting patient privacy is something we respect at Melbourne Sexual Health Centre, Alfred Health. We aim to make you aware of why your information is collected, used, and disclosed.

Wherever possible, we will provide you with choices about how your information is used and to whom it is disclosed.

Information is stored in a secure manner, and we support, promote and comply with Victorian privacy legislation.

Your health information will be used and may be disclosed for the purposes for which it was collected and will be protected from misuse. The collection or sharing of information is limited to that which is necessary, rather than what may be useful in the future.

When you become a patient of Melbourne Sexual Health Centre, Alfred Health, a record is made containing your name, address; contact details and other information such as the nature of the problem for which you seek treatment and the treatment or advice you were given.

Every time you attend Melbourne Sexual Health Centre, Alfred Health, new information is added to your record. In most circumstances, your information may also be included on clinical databases where necessary for your treatment or ongoing care. Melbourne Sexual Health Centre, Alfred Health will also collect information about you from other health services as necessary and this information will be added to your record.

WHY IS THIS INFORMATION NECESSARY?

This information helps ensure that every healthcare professional involved in your care has all the facts available to help treat you safely and effectively. Your medical history can help us quickly identify which treatments are likely to be safe and effective.

HOW IS MY INFORMATION PROTECTED AND WHO HAS ACCESS TO IT?

Information about you is stored in an electronic medical record which is stored securely.

Information stored within Melbourne Sexual Health Centre and Alfred Health computer systems are password protected. This allows multiple healthcare professionals who are involved in your care to access your information.

USING INFORMATION TO IMPROVE FUTURE CARE

We may use information about you to improve the quality and effectiveness of our healthcare, including research. Staff carrying out these activities must follow strict guidelines, gain appropriate consent, and maintain confidentiality.

Information is only made available for research projects approved by our Ethics Committee following thorough investigation and review.

Staff may look at your medical record to see if a research project is suited to you, and you may be approached about taking part.

This research improves our understanding and treatment of diseases and injuries, and helps us provide better clinical care.

You are within your rights to refuse a request to participate in a research project. If you refuse, your level of care and treatment will not be compromised. In most cases, researchers will ask your permission before accessing your information for research. In circumstances where this is not practicable or possible, they researchers must have special permission from the Ethics Committee and follow strict confidentiality processes.

A guide to patient privacy

WHAT HAPPENS TO INFORMATION ABOUT ME?

Melbourne Sexual Health Centre

Tel: (03) 9341 6200

You and your privacy



WHO ELSE RECEIVES INFORMATION ABOUT ME?

If we are unable to contact you regarding your results, your contact details and specific medical information may be passed along to the Department of Health Partner Notification Officers so that they can communicate to you about your health and any follow up treatment which might be required.

Sometimes your local doctor will write or telephone us for additional information about your treatment. In this situation, we routinely release information to the doctor.

We may also provide information about you to a health professional outside Alfred Health who requires the information in connection with your further treatment.

Sometimes Melbourne Sexual Health Centre is legally obligated to release personal information about you. These circumstances include:

- Complying with a subpoena to provide your medical record as evidence in court (in case of legal action);
- Reporting notifiable diseases to the Department of Health and Human Services (DHHS Victoria); and
- Reporting other demographic information about you to the Department of Health and Human Services (Victoria). This information is essentially de-identified.

The Department has strict policies relating to access and the use of information. Further details on the use of this contact Health Information Services on 9076 2644.

WE MAY CONTACT YOU AFTER YOUR VISIT TO

1. Talk to you about your results and treatment. At times a nurse or doctor may contact you after you have gone home to find out how you are or inform you of your test results and discuss treatment options
2. Involve you in research. We may call you or send you information about research related to your condition or treatment. We may also invite you to participate in a research study.

Contact your treating clinician or the Office of Ethics and Research Governance on (03) 9076 3619 if you do not wish to be approached about research.

All staff are bound by a strict code of conduct with respect to maintaining the confidentiality of your information. We need information from you to treat you effectively and safely.

MORE INFORMATION

How can I access information about me?

Through the Freedom of Information Act 1982, (VIC) you have the right to request access to your medical record and personal information held by Melbourne Sexual Health Centre, Alfred Health. If there is information in the record that is incorrect or you do not agree with, you can request for it to be corrected.

To make a request, contact:

Freedom of Information Officer
Alfred Health
(03) 9076 5149
legalsupportservices@alfred.org.au

A fee is charged for FOI requests

Translator

Qualified interpreters are available to assist either via phone or in person. Let your healthcare professional know if you will need an interpreter.



MSHC

MELBOURNE SEXUAL HEALTH CENTRE
Part of AlfredHealth

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