

# Privacy and your Rights

## PERSONAL HEALTH INFORMATION

Strong Health | *Caring for the Community*



Winnunga Nimmityjah Aboriginal Health Service ACT Inc

## AIMS

This brochure aims to explain what Personal Health Information is and how this information is used, recorded and managed at Winnunga Nimmitjiah Aboriginal Health Service (Winnunga Nimmitjiah AHS).

## WHAT IS PERSONAL HEALTH INFORMATION

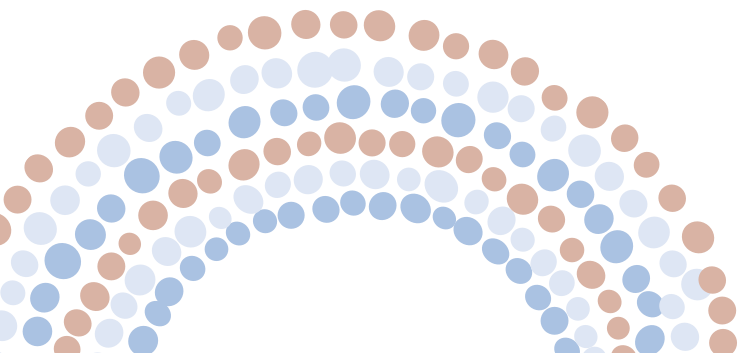
Information that is about your health and that identifies you if someone reads it is called "personal health information". It includes your past, present and any planned future medical or health care.

## WHY IS THIS INFORMATION COLLECTED

Winnunga Nimmitjiah AHS needs information about your past and present health to make sure you get the best care possible.

## HOW IS MY PERSONAL HEALTH INFORMATION USED?

Your Personal Health Information is used to improve the quality of care we give to all of our clients by reviewing the treatment used here at this service.



## **CAN I ACCESS MY PERSONAL HEALTH INFORMATION?**

Yes. Everyone has the right to access their own Personal Health Information. Winnunga Nimmityjah AHS has a policy on how you can access your health information. Ask your doctor, nurse or Aboriginal Health Worker about this.

## **PROVIDING YOUR PERSONAL HEALTH INFORMATION TO OTHER HEALTH PROFESSIONALS**

In all but exceptional circumstances, Personal Health Information that identifies you will not be sent to other people without your consent.

### **What are my rights?**

- You have the right to know when information about you is sent to another person, for example we will always ask your permission to refer you to a specialist.
- You have the right to tell us if you don't want a particular doctor, nurse or health worker involved in your health care.
- You have the right to ask us not to include your information for data collection.
- You have the right to ask your doctor to see your medical records.
- You have the right to raise any concerns or complaints you may have in respect to the privacy of your Personal Health Information.

Only the least amount of information will be given in any circumstance. For example, we give only the minimum amount of information to Medicare in order to obtain the rebate for your treatment.

## INFORMATION THAT DOES NOT IDENTIFY ME

Sometimes it is necessary for Winnunga Nimmityjah AHS to use information that has been de-identified. **De-identified** means that no-one will in any way be able to identify a particular person. De-identified information could be used for a number of reasons. An example of reporting de-identified information is for research and reporting to government.

Winnunga Nimmityjah AHS does not allow any research to be done that has not met very strict guidelines. It then must be approved by Winnunga Nimmityjah AHS' Board of Directors. If you don't want your information included in research please tell your doctor.

## PROVIDING YOUR INFORMATION TO OTHERS

Winnunga Nimmityjah AHS will not disclose your Personal Health Information to anyone without your consent or unless:

- The disclosure is necessary because you are at risk of harm and cannot give consent, for example, you are unconscious and need treatment.
- Your doctor is legally obliged to disclose the information.
- The information is needed for Medicare payments or other health insurance rebates.

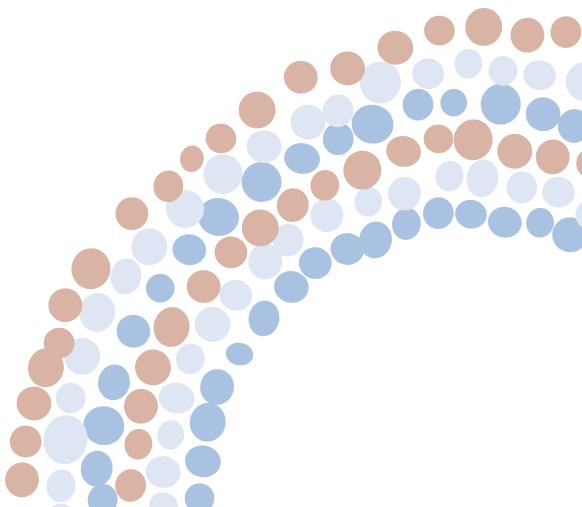


## OTHER SERVICES

If you require more information on your privacy please talk to your GP, the Practice Manager or request a full privacy information sheet from the Reception staff.

**For further information on Privacy Legislation, or if you wish to make a complaint, please ask for the Practice Manager, or call 02 6284 6222.**

Alternatively, you may contact the Office of the Australian Information Commissioner on 1300 363 992, or the ACT Community and Health Services Complaints Commissioner on 02 6205 2222 or [health.complaints@act.gov.au](mailto:health.complaints@act.gov.au)



**‘Your privacy is our business’**

## **HOW CAN I FIND OUT MORE?**

Telephone (02) 6284 6222 or  
Free call 1800 110 290 or 1800 120 859  
Boolimba Crescent, Narradundah ACT 2604

**In the event of an emergency, call 000**

### **Opening Hours**

The Service is open Monday – Friday 9.00am to 5.00pm  
Doctors are available 9.00am – 4.30pm



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