

How will your contact information be used?

From time to time, you may be contacted by your healthcare team or other departments within Cabrini for follow-up or evaluation purposes, such as opportunities to participate in surveys or other kinds of research.

As Cabrini is a not-for-profit organisation, we look to the community for support so that we can continue to provide the highest standard of treatment and care. At times, we would like to communicate with you about new developments at Cabrini and give you the opportunity to support us.

If you do not wish to receive information or communications from Cabrini after you go home from hospital, you can indicate this when you complete your patient registration form or upon discharge by contacting:

Cabrini Foundation

p 03 9508 1382
e foundation@cabrini.com.au

Cabrini Privacy Officer

p 03 9508 1776
e privacy@cabrini.com.au



How can you access your information?

If you would like more information about your care and treatment, speak to your doctor or one of the nursing staff in your ward while you are an inpatient.

If you would like a copy of your health information, you will need to:

- Make a written application to the Privacy Officer; or
- Complete the Request for Access to Information form (available via www.cabrini.com.au) and provide a copy of photo identification. A fee may be charged for this service.

If you feel that Cabrini holds information about you that is incorrect or inaccurate, you have the right to request that we correct our records. Please contact the Privacy Officer:

Privacy Officer - Health Information Services Cabrini

183 Wattletree Road, Malvern VIC 3144
e privacy@cabrini.com.au
p 03 9508 1776
f 03 9508 1596



What if you have a concern about how Cabrini has managed your privacy?

If you have any issues or concerns with how we have managed your privacy in relation to your personal information, you can raise these issues or concerns with:

Cabrini Customer Relations Manager

p 03 9508 1661
e crm@cabrini.com.au

Health Complaints Commissioner

p 1300 582 113
w www.hcc.vic.gov.au/contact

Office of the Australian Information Commissioner

p 1300 363 992
e enquiries@oaic.gov.au

More information

For further information about Cabrini's Privacy Policy, please visit www.cabrini.com.au/privacy

The privacy of your
personal information



Your privacy

At Cabrini, we are committed to protecting our patients' privacy. Cabrini is required to comply with relevant legislation in relation to privacy including the Privacy Act 1988 (Cth), the Australian Privacy Principles (APP), the Health Records Act 2001 (Vic) and the Health Privacy Principles.

We have policies and procedures that govern the collection, use and disclosure, access to and correction of health information, as well as the security and retention of medical records. All Cabrini staff must comply with Cabrini's policies and procedures, as well as their legal obligations.

What information does Cabrini collect about you?

Cabrini collects personal information about you when you attend our Emergency Department, Medical Imaging, Pathology, Allied Health, Mental Health and Pre-Admissions Clinic or when you are admitted. We collect your personal information such as:

- Your name, address and contact details
- Your general practitioner's details, medical history and other health information
- Your financial information and health fund coverage
- Information on your emergency contacts

Cabrini also collects CCTV footage in common areas for security purposes.

Information is obtained from a range of sources including from you, your referring doctor or GP and family members.

Private doctor's suites maintain their own separate records. These records do not belong to Cabrini.

Why is information collected?

Cabrini collects personal and health information for the purpose of providing you with health services and conducting associated administrative tasks. The collection is also to provide all individuals involved in your care with up to date information. This helps us to ensure that you receive the best possible care and treatment.

Your information may also be used for teaching and research purposes or to help with the planning, evaluation and improvement of Cabrini's services.

Consequences if your personal information is not collected

If you do not provide the required information, this may mean that we cannot provide you with optimal care or some health services.

How is your information protected and who at Cabrini has access to it?

Your paper medical record is stored in a central, secure place within Cabrini or at a secure offsite storage facility. This record contains the documents created by the team treating you.

Information about you that is captured and stored electronically by Cabrini staff is stored on our centralised, onsite computer systems. It is protected from misuse, loss, interference and unauthorised access. Only authorised staff have access to these systems, which are used to help manage the care of patients. This access is stored and monitored in accordance with our policies and procedures.

What happens with your information and who receives it?

Examples of routine disclosures of your personal information are set out below.

Your next of kin or the person you nominate

While you are an inpatient, general information about your condition may be provided to your next of kin or another person whom you nominate, unless you request otherwise.

Your GP

Health information may be sent to your GP or referring doctor. For example, when you go home after an inpatient visit, a letter may be sent to your GP. The letter summarises what occurred during your time at Cabrini and includes information such as your treatment, medication and any special instructions. If you do not want this information to be sent to your GP, please let the admission staff or your nurse know.

Other hospitals or healthcare providers/ organisations

Cabrini may provide information about your clinical care to another hospital or health provider if it is required to assist with your ongoing care.

Other disclosures

Legislation requires that certain information about patients who have specific conditions and treatments must be reported to the Victorian Department of Health or other health organisations. Patient information recorded on these databases and registers is kept strictly confidential.

Health information will be provided to My Health Record unless you request this not occur.



Your personal information will also be sent to your health fund as allowed in the Private Health Insurance (Data Provision) Rules 2018 (Cth) where appropriate.

Cabrini may also provide information in circumstances when authorised under law to disclose personal information.

Cabrini will not transfer health or other personal information about an individual across national borders unless the individual, guardian or a legally appointed representative has consented or the transfer is authorised or required by law.