

***Please Note:** If there is anything on these pages that you do not understand, please discuss with your clinician or HealthWISE staff member.*

Policy for Management of Personal Information

This document describes the policy of HealthWISE New England Northwest for the management of client information. The service provided is bound by the legal requirements of the:

- National Privacy Principles from the Privacy Act (1988)
- Health Privacy Principles from the Health Records & Information Privacy Act 2002 (NSW)

Your Health Records

What happens with your information at HealthWISE?

To provide your service we need to collect information about you that is relevant to the services provided. For your health professional to be able to provide appropriate care they will need to keep relevant documentation. The service HealthWISE provides may be impacted if you are unable to provide all your relevant personal information. As part of your healthcare support your health professional is required to add summary notes to your 'My Health Record' and provide reports of your progress to your referring practitioner.

Purpose of collecting and holding information

My Health Record

When you have a My Health Record, your health information can be viewed securely online, from anywhere, at any time – even if you move or travel interstate. You can access your health information from any computer or device that's connected to the internet. By allowing health professionals to upload, view and share documents in your My Health Record, they will have a more detailed picture with which to make decisions, diagnose and provide treatment to you. You can also ask that some information not be uploaded to your record.

Information is used for evaluating, reporting and planning our service.

Mental health services funded through Primary Health networks (PHNs) undergo regular review and evaluation by the Department of Health & Aged Care (DOHA) which are aimed at informing ongoing service improvements.

It is a requirement of all Primary Health Networks across Australia to provide data about services and clients to the Department of Health & Aged Care.

Data provided to the Department of Health & Aged Care includes personal information such as date of birth and gender. The information provided does not include your name, address, or Medicare number. Your personal information will only be provided by PHNs to the

Department of Health & Aged Care and state and territory Health departments if you give your consent.

Release of Information

As you were referred to HealthWISE by your GP or health professional, your clinician is required to discuss your referral and intervention with your practitioner and provide written summary reports of your progress.

Confidentiality

All personal information gathered by your clinician during the provision of the health service will remain confidential and secure except where:

1. It is subpoenaed by a court; or
2. Failure to disclose the information would place you or another person at serious and imminent risk; or
3. Prior approval has been obtained to
 - a) provide a written report to another professional or agency. e.g. a GP; or
 - b) discuss the material with another person, e.g. a parent.
4. Disclosure is otherwise required or authorised by law.

Further Information

Consultations

HealthWISE provides services:

- Face to face
- By phone
- On secure video consultation platforms

Your privacy of services delivered by Telehealth is your responsibility at your location and can be discussed with your clinician.

Cancellation Policy

Please be aware of our cancellation policy. If you need to cancel or postpone your appointment, please give at least **24 hours'** notice. Failure to attend, or cancelling your appointment at short notice may reduce the number of sessions available to you. Two missed appointments will result in cancellation of your service and your GP will be advised. Please advise of cancellations by phone on **6766 1394** during office hours.

Access to your records

At any stage, you are entitled to access your records, unless the relevant legislation indicates otherwise. Your health professional can discuss appropriate ways to access your records. All requests to access records should be lodged by emailing mentalhealth@healthwise.org.au attention Clinical Team Leader, or via post HealthWISE, PO Box 1916, Tamworth NSW 2340 - see our website for more details.

Concerns

If you have a concern about the management of your personal information, please contact the Clinical Team Leader on 6766 2822. Upon request you can obtain a copy of the National Privacy Principles, which describes your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the:

- Office of the Federal Privacy Commissioner on 1300 363 992, or GPO Box 5218, Sydney, NSW 2001
- Office of NSW Privacy Commissioner on (02) 1800 472 679, or GPO Box 7011, Sydney, NSW 2001

Feedback

Third party partners are used to gather feedback on your experience of the services provided to you.

In NSW the PHN has engaged a company called Cemplicity. With your consent, HealthWISE provides Cemplicity with your email and/or SMS contact details and you will be sent an online survey when you have completed treatment. You will be asked to provide feedback about the service delivered to you from HealthWISE.

Your feedback collected by Cemplicity (without any personal identifying information) is provided to HealthWISE and used to improve the services we provide.

If you do not consent this does **not stop you** from accessing services, please advise your provider that you do not consent to us sharing your information.