

## **Privacy at Eastern Health (short version)**

### Your privacy at Eastern Health

*Eastern Health respects and is committed to protecting the privacy of every individual.*

We are required by law to ensure that all personal and health information pertaining to patients and staff remains confidential.

Eastern Health complies with legislation relating to privacy and confidentiality. In addition, Eastern Health staff are bound by Eastern Health's strict privacy and confidentiality policies, as well as professional code of conduct or ethics.

Eastern Health will only collect information that is necessary to provide health care and perform related health services functions. Your information may be used or disclosed to enable Eastern Health to provide you with health care and treatment. Health professionals involved in your care and treatment have access to, and can use, your health information to provide you with the best possible care.

Your information may also be used for purposes related to your health care and treatment, to provide you with the best possible care.

### Is my information safe?

Access to Eastern Health records and computer systems is controlled and closely monitored. The computer systems have security passwords and all staff are bound by a strict code of conduct. Audits are conducted to ensure that there is no unauthorised access to patient records.

### How can I access my health information?

At first instance, you may wish to check your My Health Record to see if the information you require has been uploaded by Eastern Health. If you require information for an admission or attendance to be sent to your treating practitioner for continuity of care, you can contact the Release of Information (ROI) team. Alternatively, if you require a significant amount of information you should make a Freedom of Information (FOI) request. Further information is available on our website.

### Need more information?

You may wish to view Eastern Health's comprehensive privacy brochure which is available on our website and via hard copy.

If you still have a query or feedback regarding how Eastern Health manage your privacy, please let us know. You can speak to a Patient Relations Advisor on 1800 EASTERN (1800 327 8376), or contact the Privacy Team directly via email [privacy@easternhealth.org.au](mailto:privacy@easternhealth.org.au).