



How can I access my information?

The Freedom of Information (FOI) Act 1982 (VIC) allows you to access your medical record. You will be required to complete an application form, and pay a fee to start the process.

The FOI Act also allows for information in your record to be amended if it is inaccurate, incomplete or out-of-date.

For further information please contact TKDH Health Information Manager on Ph: (03) 5734 2195.



The Kilmore &
District Hospital

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KILMORE, VIC 3764

www.kilmoredistricthospital.org.au



Privacy & Confidentiality

***The Kilmore & District
Hospital is committed to
Protecting your
Privacy***



The Kilmore &
District Hospital

Tel: (03) 5734 2000

Privacy & Confidentiality

IS MY INFORMATION SAFE?

The Kilmore & District Hospital (TKDH) collects information required to provide quality services to our patients. **All** TKDH staff are bound by the TKDH Privacy Policy and Government Privacy Legislations.

Information contained within your medical record is protected by secure doorways using passcode or electronic swipe card access.

TKDH protects privacy by keeping your personal and health information secure from unauthorised access, use or loss.

If you have any concerns around your record and information being accessed, please contact us on (03) 5734 2000.

WHAT INFORMATION IS COLLECTED AND WHY?

Information is collected during your visit to TKDH to help ensure we provide the best care.

Information collected and stored includes name, age, symptoms, past/current medical history, gender, main language spoken, identification of Aboriginal Torres Strait Islander (ATSI) status and details of General Practitioner.

Each time you attend TKDH we request that you inform us if any of your information has changed. TKDH aims to keep your information as accurate and up-to-date at all times.

HOW IS MY INFORMATION USED?

Your information will be primarily used by those involved in providing your care and treatment. We may use your contact details to assist our patient experience team or to complete hospital surveys.

Your information may be used by TKDH to assist with improving the care you receive at our Hospital. Wherever possible, all identifiable information will be removed.

Information may also be provided to your General Practitioner for continuing care purposes. Upon discharge (from our Acute or Geriatric Evaluation & Management (GEM) ward, Urgent Care Centre or Outpatient Department), TKDH usually writes a letter to your general practitioner summarising your stay.

Your General Practitioner will be informed of the reason for your visit, your medication requirements and any ongoing care required. If you do not wish for your information to be forwarded to your GP please let us know.

Your information may be used by TKDH to monitor and assess the service we are providing and for internal auditing purposes.



DO YOU SHARE MY INFORMATION?

To ensure that you receive the required health care, TKDH may share information with other health professionals.

At times other healthcare professionals or health services may contact TKDH to obtain information to enable them to provide healthcare to you. In some instances, to release this information we may ask for your written permission. However, in an emergency situation we will release information about you to facilitate any ongoing medical care.

In some cases TKDH is required by law to report and provide data in relation to particular diagnoses to external agencies.

Information collected by TKDH may also be used for research. Research requests are directed to The Kilmore & District Hospital Human Research Ethics Committee.

If you require your information from TKDH to be provided to a healthcare professional for the purpose of continuing your care, this is provided free of charge to you.