

WHAT HAPPENS TO INFORMATION ABOUT YOU?



Peter Mac
Peter MacCallum Cancer Centre
Victoria Australia

Patients at Peter Mac have their own medical record. This record is important because it holds information about you and your healthcare needs. Our healthcare team use your medical record to record and plan the best possible care for you. At Peter Mac, we use an electronic medical record known as an EMR.

What personal information is kept in your medical record?

A medical record holds your personal and healthcare information.

Personal information includes:

- your name, address and other important contact details such as phone numbers and email
- your 'next of kin', who is the person you appoint as your closest relative
- the language you speak at home and if you need an interpreter
- the details about your local, referring doctor, known as a GP.

Healthcare information includes:

- information about your visit.
- your diagnosis and/or condition
- any allergies you have
- what treatments you are having or will have
- results from any tests or scans.

We take notes on all your visits to Peter Mac. These notes are stored in your medical record for your healthcare team to refer back to.

Why do we keep your information on file?

Peter Mac needs to collect and maintain your patient information to make sure your healthcare team has all the facts.

Your medical record helps us quickly identify:

- past and present conditions
- treatments you have had or are having
- past tests and scans and their results.

We always keep your information safe and can never release your information to anyone without your permission (your consent), unless the law requires us to.

Information we collect can also tell us what other services may be of benefit or interest to you. Other services may include:

- access to the right support groups
- taking in part in clinical trials
- having a say in hospital and service improvements
- research and planning.

What is an EMR?

Your EMR is an electronic (computerised) version of your paper based medical record. It will come into effect on the 8th August 2020.

How we collect and store information

1. The information we collect during your visits is stored securely in an electronic medical record (EMR) system. This system is shared by the Royal Children's Hospital, Peter MacCallum Cancer Centre, The Royal Melbourne Hospital and the Royal Women's Hospital (The Parkville Precinct).
2. The EMR can be accessed by staff from all of these health services but only when they are directly involved with your care or treatment. Go to [website page] to find out more about the EMR.
3. The shared EMR is hosted on Royal Children's and Peter MacCallum Cancer Centre servers and this is where your data is physically held. The Royal Children's Hospital and Peter MacCallum Cancer Centre will therefore collect patient information from each health service to host, manage and support the shared EMR.

The Royal Melbourne Hospital and The Royal Women's Hospital will have access to, collect and upload further information to the shared EMR in the course of treating their patients.

4. Information pertaining to your care prior to the implementation of the shared EMR will be stored across clinical information systems and paper medical records. All clinical information is stored securely by Peter MacCallum Cancer Centre Health Information Services.

Protecting patient privacy

1. The Parkville Precinct is committed to protecting privacy by keeping the information we collect about you secure from unauthorised access, use, disclosure or loss.
2. All paper and electronic systems across the Parkville Precinct are managed and

maintained appropriately. There are strict privacy laws, policies and procedures that are in place to govern the collection, use, release and disposal of your information. Staff access to these systems is audited regularly by each health service to monitor compliance.

Parkville Precinct

The Parkville Connect portal allows the sharing of certain information in the EMR with your nominated local doctor and their practice, and by other community health care providers you have consented to access your information. This will provide quick access to your information and inform shared care between the hospital, your local doctor and other community health care providers.

Health Hub

The Health Hub portal allows patients and approved proxies to access some of their hospital information from the EMR. This includes information about appointments, certain test results, some clinic notes and correspondence from the Parkville Precinct. More information is available at health-hub.org.au

Who at Peter Mac has access to your information?

A number of Peter Mac specialists may see you at your first and ongoing visits. These specialists, working together from many different departments, will have access to your information. They will need this information to plan the best treatment for your needs.

Some specialists and oncologists (cancer specialists) you may see include:

- Surgical oncologist
- Radiation oncologist
- Medical oncologist
- Nurse Coordinator

- Allied health staff such as physiotherapists, social workers and/or speech therapists.

What about other Peter Mac staff?

When you first register as a patient, we will ask you if you wish to be contacted by other Peter Mac departments.

Departments that may wish to contact you include:

- Peter MacCallum Cancer Foundation
- Clinical Trials Unit for offering to take part in clinical research projects
- Quality and Safety Unit for participation in surveys.

Please ask our Registration staff or a member of your healthcare team for more details about these departments.

Sharing information outside of Peter Mac

As part of your ongoing care outside of Peter Mac, you may need to see other health professionals.

To make sure everyone is working together to meet your needs, we may need to share your information. Shared information includes your personal information, condition and treatment details. If we need to do this, we will discuss with you and ask for your permission to share.

Common types of information we share with other health professionals include:

- discharge summaries after each visit
- test results
- list of medications
- list of ongoing appointments
- any special needs.

Can the law force the release or sharing of personal information?

There are times when Peter Mac has to release personal patient information by law. Times like this can include:

- a subpoenaed (request by law) medical record to be used as evidence in court.
- registration of a reportable disease to the Department of Health and Human Services and/or the Victorian Cancer Registry.
- a health insurance claim being processed by the Health Insurance Commission.
- when any other specific laws require Peter Mac to release information.

How can you access your personal health information?

Under the Freedom of Information (FOI) Act, you have the right to ask for your medical record and any other personal information held by Peter Mac.

To obtain a copy of your record, please submit your request in writing to:

Freedom of Information Officer
 Peter MacCallum Cancer Centre
 Locked Bag 1
 A'Beckett Street
 Victoria 8006

Or email your request to:

FOI@petermac.org

There is a standard cost involved to access your record. Our staff will contact you and let you know what this is before we process your request.

If you would like a copy of your medical record sent to your GP, please ask your GP to contact Peter Mac by fax. The fax number for GP requests is (03) 8559 7379.

The Australian Government 'My Health Record'

Peter MacCallum Cancer Centre is participating in the Australian Government **My Health Record**. Your discharge summaries and some pathology and radiology reports may be uploaded to your **My Health Record**, if you have one.

Please tell us at the beginning of your visit if you do not want these clinical documents uploaded to your record. For more information visit:

<https://www.myhealthrecord.gov.au/> or call the Help line on 1800 723 471.

What if your personal information changes?

It is important your medical record contains your most up-to-date information at all times.

If any information held in your medical record is wrong, you have the right to have it corrected.

If your personal details are wrong or they have changed, please let us know at your next visit. We will make sure your medical record is updated and correct.

Who to call for more information

If you would like to discuss how we manage your medical record or personal information, please call our Freedom of Information Officer on (03) 8559 7407.



Where to find more information

For more information about the management of personal information and medical records, please visit the following websites:

- **Peter MacCallum Cancer Centre**
www.petermac.org
- **Office of the Victorian Health Services Commissioner**
www.health.vic.gov.au/hsc/
- **Office of the Victorian Privacy Commissioner**
www.privacy.vic.gov.au

In the event of an emergency, please dial **000** for an ambulance or go to your nearest hospital emergency department.