

HEALTH INFORMATION PRIVACY FACT SHEET



STARTTS is committed to treating your personal health information following privacy law.

COLLECT OF YOUR INFORMATION

- We collect information directly from you wherever possible.
- If this is not possible, or in an emergency, we may also need to collect information from a family member, friend, carer or another person who can help us provide you with appropriate care.

SECURITY OF INFORMATION COLLECTED

- STARTTS holds your information in an electronic health record that is part of a secure computerised database.
- If you attended the STARTTS before 2016, we might also hold information in a paper-based health record.
- We follow strict rules and policies regarding the secure storage of personal information in all formats to protect your information from unauthorised access, loss or other misuses.

USE OR DISCLOSURE OF INFORMATION

- STARTTS may use or disclose your information for the following reasons:
 - To contact you regarding follow-up appointments
 - To other health professionals directly involved in your care
 - To contact you for feedback on the services you have received from us to help us evaluate and improve our services
 - To students and other staff for training purposes
 - To other health services and authorised third parties to help prevent a serious and imminent threat to someone's life, health or welfare, such as in an emergency
 - To claims managers and associated persons to manage a complaint, legal action, or claim brought against STARTTS or one of our health professionals
 - For purposes relating to the operation of STARTTS and treatment of our clients, including funding, planning, safety and quality improvement activities
- If you do not wish for us to collect, use or disclose certain information about you, you will need to tell us, and we will discuss any consequences this may have for your care.
- The law also allows or requires STARTTS to disclose your personal health information, for example:
 - To researchers for public interest research projects as approved by Human Research and Ethics Committee
 - To other health services or law enforcement agencies, such as the police, if you provide us with information relating to a serious crime, including assault, domestic violence, child abuse, and so on
 - To other agencies where the information relates to the safety, welfare or wellbeing of a child or young person
 - To comply with a subpoena or search warrant if the court or police require your information as evidence in court

RIGHT TO INFORMATION

- Under the NSW Health Privacy Manual for Health Information and the Health Records and Information Privacy Act 2002 (HRIPA), you can access your health information. The Health Information Service (HIS) at STARTTS provides you with your STARTTS health records.
- If you believe the information we hold about you is incorrect or STARTTS has made an error, please let us know, and we will correct it or add a notation to your health record.
- We may decline access to your personal information in exceptional circumstances, such as where giving access would put you or another person at risk of mental or physical harm.

How do I access my STARTTS health record?

	CLIENT	OTHER INDIVIDUAL	SOLICITOR OR INSURANCE COMPANY
COPIES OF RECORD	Application for Access to Health Care Records form		A written request including:
VIEWING OF RECORD	Application for Access to Health Care Records form <ul style="list-style-type: none"> HIS will contact you to make an appointment A HIS representative will sit with you and respond to your questions regarding your record. However, the representative will not explain any psychological questions. 		<ul style="list-style-type: none"> Client's Full Name Date of birth The date range of records required The specific details of the records/information required Where STARTTS needs to send the documents
ATTENDANCE OR SUPPORT LETTER	Request for Attendance or Support Letter		
ID REQUIRED <i>Example:</i> Passport, Drivers Licence, Immicard	Own ID	Own ID Client's ID	No ID required.
CONSENT (Dated within three months of the request)	CLIENT		CONSENT REQUIRED
	Aged 16+		Client
	Aged <16		Parental or Legal Guardian
	Deceased		Executor of the will
FEEES	No fees for Asylum Seekers. 50% discount for all holders of Pensioner, Concession or Healthcare cards. No fees for viewing your record, attendance and support letters. STARTTS must receive the payments before releasing copies of documents		
	ITEM		COST
	Application Fee		\$33.00
	Additional Page Fees (for records over 80 pages)		\$0.40 per page
TIMEFRAME	<ul style="list-style-type: none"> A maximum of 21 working days. If your request is urgent, you may indicate this in your request. Health Information Services will prioritise your request, but please understand that STARTTS cannot make any guarantees. 		

CONTACT US

If you have questions or a complaint about the privacy of your personal information, don't hesitate to get in touch with the **Health Information Service** via the following means:

Phone: (02) 9646 6700

Email: STTS-HealthInformationService@health.nsw.gov.au

REFERENCES

Health Records Information Privacy Act 2002
 NSW Health Privacy Manual for Health Information
 Privacy and Personal Information Protection Act 1998

Other privacy laws and related legislations
Health Administration Act 1982
Mental Health Act 2007
Public Health Act 1991
Commonwealth Privacy Act 1988
Government Information (Public Access) Act 2009
State Records Act 1988
Children and Young Persons (Care and Protection) Act 1998