

All staff are bound by a strict code of conduct with respect to maintaining the confidentiality of your information. We need information from you to treat you effectively and safely.

More information



How can I access information about me?
Through the Freedom of Information Act 1982, (Vic) you have the right to request access to your medical record and personal information held by Alfred Health. If there is information in the record that is incorrect or you do not agree with, you can request for it to be corrected.

To make a request contact:
Freedom of Information Officer
Alfred Health
(03) 9076 5149
legalsupportservices@alfred.org.au
A fee is charged for FOI requests

Translator
Qualified interpreters are available to assist either via phone or in person. Let your healthcare professional know if you will need an interpreter.

Alfred Health Health Information Services
55 Commercial Rd, Melbourne VIC 3004
PO Box 315 Prahran, VIC 3181
(03) 9076 2644
alfredhealth.org.au

My Health Record
myhealthrecord.gov.au
Helpline 1800 723 471

What happens to information about me?



Part of AlfredHealth

When requesting your information our staff will maintain your confidentiality.



Protecting patient privacy is something we respect at Alfred Health. We aim to make you aware of why your information is collected, used, and disclosed. Wherever possible, we will provide you with choices about how your information is used and to whom it is disclosed.

Information is stored in a secure manner, and we support, promote and comply with Victorian privacy legislation.

Your health information will be used and may be disclosed for the purposes for which it was collected and will be protected from misuse. The collection or sharing of information is limited to that which is necessary, rather than what may be useful in the future.

When you become a patient of Alfred Health, a record is made containing your name, address; contact details and other information such as the nature of the problem for which you seek treatment and the treatment or advice you were given.

Every time you attend Alfred Health, new information is added to your record. In most circumstances, your information may also be included on clinical databases where necessary for your treatment or ongoing care. Alfred Health will also collect information about you from other health services as necessary and this information will be added to your record.

Why is this information necessary?



This information helps ensure that every healthcare professional involved in your care has all the facts available to help treat you safely and effectively. Your medical history can help us quickly identify which treatments are likely to be safe and effective.

How is my information protected and who has access to it?

Information about you is stored in both a paper and electronic medical record which is stored securely. Information stored within Alfred Health's computer systems, are password protected. This allows multiple healthcare professionals to access your information who are involved in your care.

Using information to improve future care.



We may use information about you to improve the quality and effectiveness of our healthcare, including research. Staff carrying out these activities must follow strict guidelines, gain appropriate consent, and maintain confidentiality.

Information is only made available for research projects approved by our Ethics Committee following thorough investigation and review.

Staff may look at your medical record to see if a research project is suited to you, and you may be approached about taking part.

This research improves our understanding and treatment of diseases and injuries, and helps us provide better clinical care.

You are within your rights to refuse a request to participate in a research project. If you refuse, your level of care and treatment will not be compromised.

In most cases, researchers will ask your permission before accessing your information for research. In circumstances where this is not practicable or possible, they researchers must have special permission from the Ethics Committee and follow strict confidentiality processes.

Who else receives information about me?



It is routine practice that we send a letter to your local doctor after discharge. This letter summarises your stay at the hospital, your medication and any special instructions for your doctor.

We may also provide information about you to a health professional outside Alfred Health who requires the information in connection with your further treatment.

Sometimes Alfred Health is legally obligated to release personal information about you. These circumstances include:

- Complying with a subpoena to provide your medical record as evidence in court (in case of legal action);
- Reporting notifiable diseases to the Department of Health and Human Services (DHHS Victoria); and
- Reporting health and personal information (as authorised by the Health Services Act 1988) for quality and safety purposes. This would include investigating failure and informing continuous service improvement.
- Reporting other demographic information about you to the Department of Health and Human Services (Victoria). This information is essentially de-identified.

My Health Record is an Australian Government initiative to provide a national digital health record. Your consent is implied for the uploading of clinical information to your My Health Record, unless you expressly withdraw consent.

The Department has strict policies relating to access and the use of information. Further details on the use of this contact Health Information Services on 9076 2644.

We may contact you after you leave our care to...



1. Involve you in research

We may call you or send you information about research related to your condition or treatment. We may also invite you to participate in a research study.

Contact Health Information Services on (03) 9076 2644 and complete the Refusal of Information Release available at alfredhealth.com.au if you do not wish to be approached about research.

2. Ask for your support

Supporting our hospital helps us provide the best possible medical care to our community.

Demographic information you provide may be used to contact you about the hospital's fundraising work, including asking for a donation.

Contact The Alfred Foundation on 1800 888 878 if you do not wish to be approached.

3. Help us improve care

We may contact you asking you to complete a survey telling us about your experience. This may be via email, phone or SMS. Your feedback will play a key part in helping us improve services.

Contact the Patient Experience & Consumer Participation Program if you do not want to be approached.

Email: survey@alfred.org.au

