

MY HEALTH RECORD

All Australians were given a "My Health Record" in 2019 unless you opted out

This is an online summary of health information that can be shared with GPs or other health workers. Anytime you use Medicare, this can be uploaded to My Health Record.

Medicare is not commonly used for testing in our sexual health clinics — with some exceptions around our specialist referral clinic. Most HIV and PrEP prescriptions will be uploaded to My Health Record unless you opt out.

For more information please refer to the **Privacy Leaflet for Patients**



CAN I ACCESS MY INFORMATION?

You have a right to access all of your health information. If you would like to access your sexual health record, please discuss with one of our staff.

CONTACT US

If you have any questions or a complaint about the privacy of your information, please contact:

HNE Sexual Health Clinics

Pacific Clinic, Newcastle
Phone (02) 4016 4536

Taree Sexual Health
Phone (02) 4016 4536

Clinic 468, Tamworth
Phone (02) 6764 8080

Email

HNELHD-PacificClinic@health.nsw.gov.au

Privacy Contact Officer

Greg Jackson

Phone (02) 4985 5810

Email greg.jackson@health.nsw.gov.au



Health
Hunter New England
Local Health District



YOUR PRIVACY

HNE SEXUAL HEALTH



Health
Hunter New England
Local Health District

WHATS MY RIGHT TO PRIVACY?

We understand that you may have concerns regarding privacy when attending sexual health clinics. This brochure is to explain:

- How and why we collect your information,
- How your information is stored,
- When your information might be provided to another person or organisation

HOW WE COLLECT YOUR INFORMATION?

We collect most information directly from you when possible. We may also contact a family member, friend or carer only after you have given consent.

HOW IS MY INFORMATION STORED?

Your sexual health information, including test results, are kept within a separate sexual health record. This record is different to your NSW health record and is only accessible by sexual health staff.

Clients of our service prior to 2016 may also have a paper record which is kept securely in our archives for 7 years.



HOW IS MY INFORMATION SHARED?

As our sexual health clinics are part of the local NSW Health service, we routinely access and share some information with your local health record — for example, your name and contact details.

Our sexual health clinics may share information with other NSW health services where this information is directly related to your ongoing care.

On some limited occasions information is shared with Medicare, including:

- Consultations in our special referral clinics
- Any prescription filled at a pharmacy under Medicare (PBS)

Some test results are shared with the public health unit for statistical and other public health requirements.

HOW WILL YOU USE MY INFORMATION?

Relevant information may be shared with other government health services involved in your care.

Information can be shared with your GP only with your consent.

Other information may be shared when relevant, for example:

- To other authorised third parties if there is a serious and imminent threat to someone's life, health or welfare, such as in an emergency or with child protection
- To investigate if you have made a complaint or legal claim against the sexual health clinic.

For all examples where your health information could be shared under legal obligation, please refer to the "Privacy Leaflet for Patients"

CAN I USE A DIFFERENT NAME?

If your name is different to your legal (or Medicare) name, please talk to our staff. We will update your local NSW health record to ensure we are using your correct name. This means your record will still be linked and your correct name will be used in both.

If you do not want your sexual health record linked to your local NSW health record, you can use a fake name or "alias". This means no information can be linked to your health record if you have ongoing concerns about your privacy.

Some downsides of using an alias include:

- You may receive inconsistent care as we cannot access your health record
- We may have issues contacting you for any follow up or treatment you require
- When you contact the clinic, it could be difficult to find your file if you're unsure of the name/details that you used
- Any scripts written for pharmacy will need to use your legal name.

