

Access to your information

Who owns my medical record?

Your medical record is and will continue to be the property of the RBWH. You are able to access your information under the Information Privacy Act 2009.

Can I get a copy of my medical record?

You can get a copy of your medical record by making an application in writing to the Information Access Unit.

For more details see:

<https://metronorth.health.qld.gov.au/about-us/information-access-privacy/accessing-health-records>

Helpful Contacts

Sexual Health & HIV Service

Phone: 3837 5611

Email: shhs@health.qld.gov.au

Web:

<https://metronorth.health.qld.gov.au/hospitals-services/sexual-health-hiv-services>

Information Access Unit

Phone: (07) 3646 8323

Fax: (07) 3646 7605

Email: IAU-RBWH@health.qld.gov.au

Integrity Unit

Email: MNHHS-Integrity@health.qld.gov.au

My Health Record

Phone: 1800 723 471

Web: www.myhealthrecord.gov.au

About your SHHS medical record

Sexual Health & HIV Service (SHHS)

Your medical record contains important information about you and your medical history.

From August 2020, Sexual Health & HIV Service are making changes to how we collect and store your health information

This brochure provides information on how we store and protect your health information, Information Privacy Laws and information on how to gain access to your record.

Questions?

If you have any questions or concerns, please speak with your Clinical Team or email RBWH-Feedback@health.qld.gov.au

Integrated Electronic Medical Record

What is the Integrated Electronic Medical Record?

The integrated electronic Medical Record (ieMR) is the Queensland Health Electronic Medical Record used to collect, manage and store your health information. It is not My Health Record.

The Sexual Health & HIV Service are transitioning patient records to the Electronic Medical Record from the **26th October 2020**.

Why are these changes being made?

- A more reliable and efficient way to store your health information.
- Provide stronger cyber security for SHHS records.
- Improve continuity of care for complex patients.
- Ensuring that we can continue to supply a free service to the community.

What happens to my previous medical record?

Your information recorded in the current system will not be transferred to the Electronic Medical Record. This information will be retained in the current system and can continue to be accessed by staff.

What changes will occur?

It is important that every detail is included so that your Electronic Medical Record has complete and up-to-date information.

Sighting your Medicare Card

From the **24th August 2020**, we will require the presentation of a valid Medicare Card at the time of your appointment.

If you do not have a Medicare Card, photo identification including a passport, driver's license or similar will be required.

Royal Brisbane & Women's Hospital (RBWH) Patient URN

From the **24th August 2020**, we will register all patients with a RBWH Unique Record Number (URN). A URN is used to uniquely identify you and your medical record.

We may ask you to fill out a registration form to ensure we have your correct personal details.

If you have been a patient at RBWH or collected medications from the Biala or RBWH Pharmacy, you will already have a URN.

Privacy and Confidentiality

Who can see my information?

Queensland Health staff providing you care.

How do you protect my privacy?

- Queensland Health Staff are bound by a code of conduct and privacy principles contained in the Information Privacy Act 2009 (Qld).
- Staff must not inappropriately access patient records. Breaching this incurs penalties, including dismissal.
- RBWH conducts monitoring and audits for inappropriate access of patient records. All breaches are reported to the Integrity Unit.
- We control how your information from the Electronic Medical Record is reported to other systems. Your appointment details will not be available in The Viewer; a web-based system accessible by GPs, or on My Health Record.

What can I do if I feel my privacy or confidentiality has been breached?

If you feel there has been a breach of your privacy, you can initiate an investigation by:

- Speaking with your Doctor or Nurse who can request an investigation by the Integrity Unit on your behalf.
- Contacting the Integrity Unit via email: MNHHS-Integrity@health.qld.gov.au