

Protecting your privacy

Update: August 2007

How Family Planning Queensland (FPQ) handles your personal information

FPQ acknowledges the importance of providing a confidential service, including the importance of protecting your privacy.

What type of information does FPQ collect?

FPQ staff will collect personal health information from you when you visit our clinics – information about your health, past medical history and family medical history. FPQ will also need to obtain identifying and contact information including your name, address, date of birth, gender and Medicare details. Some other personal information including language spoken, ethnicity, health benefit status and presence of any disability is collected to assist in your care and help FPQ plan and monitor services.

Why is information collected?

Information is collected to help FPQ provide you with a quality health service. Some information is used to collate statistical reports on clients visiting our clinics but this does not include any information that will identify you.

You are entitled to ask what information is being collected about you and how it will be used.

Where does FPQ store your information?

Your personal information is recorded and stored in a chart or clinical record and some information is stored in an electronic health information database.

FPQ will make sure that your record:

- is accurate, comprehensive, well-organised and legible
- is up to date
- has enough information to allow another doctor to care for you
- does not contain offensive or irrelevant comments about you

FPQ will protect your personal information from misuse, loss, unauthorised access, modification and disclosure.

Does FPQ ever give your personal health information to other health professionals?

Sometimes other health professionals need to be informed of relevant parts of your medical history so they can also provide appropriate health care. This includes giving information to other health services when referring you for pathology testing or radiology services, medical specialists or other health services.

Unless you request otherwise, FPQ will give these health professionals relevant personal information upon referral. If you have any concerns about this, please discuss them with FPQ clinical staff.

Does FPQ ever give your personal health information to other people?

FPQ will not disclose your personal health information to a third party unless:

- you have consented to the disclosure
- this disclosure is necessary because you are at risk of harm without treatment and you are unable to give consent
- we need to meet obligations of notification to our insurers or medical defence organisations

FPQ staff are also sometimes legally obliged to disclose information, including producing records for court, child protection notifications and notification of certain communicable disease diagnoses.

In any of the above cases, only information specifically related to the request or requirement will be given.

FPQ will not disclose any information about your visits to our clinics to partners, parents or anyone else without your written consent.

Does FPQ ever give your personal health information to government agencies for reporting purposes?

FPQ provides reports to funding bodies, which contains collated information about clients seen in our clinics. This information does not identify any individual's personal information.

How can you access your personal health information?

You are entitled to request access to your health information. A form is available from the clinic reception for you to complete. FPQ will charge a small fee to cover administrative costs and time.

Information in your record can also be provided to you as a summary of your chart. If you are moving away and/or transferring to a new doctor you may request a summary.

If you request access to your full medical record FPQ may need to delete any confidential information provided by others. FPQ also needs to consider the risk of any physical or mental harm to you or any other person, which may result from disclosure of your health information. There are other reasons why access can legally be denied by FPQ.

Under circumstances where access may be denied, you will be advised of the reasons. In most circumstances however, FPQ will be pleased to provide a full explanation of the health summary or medical record provided.

If you feel that information in your file is inaccurate, incomplete or out-of-date, you can request to have this corrected.

Do you have any questions?

If you have any questions after reading this brochure, please talk to one of our clinical staff, or visit our website at www.fpq.com.au for a copy of our Privacy Policy.

Disclaimer

Family Planning Queensland (FPQ) has taken every care to ensure that the information contained in this publication is accurate and up-to-date at the time of being published. As information and knowledge is constantly changing, readers are strongly advised to confirm that the information complies with present research, legislation and policy guidelines. FPQ accepts no responsibility for difficulties that may arise as a result of an individual acting on the advice and recommendations it contains.

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