

## Sharing information with other organisations

If you have any concerns about the recording of sensitive personal information you can request the mental health worker not record or share it. Please be aware, however, that this may alter the quality of care you receive and may also prevent the mental health care worker from continuing to work with you. Your mental health worker will not disclose information about you unless:

- You have given your consent (referrals to specialists infer consent). You will be asked to sign a consent form at your first appointment.

However in some cases your mental health worker is legally obligated to provide information about you if:

- You or others are at serious risk of harm
- You have a reportable infectious disease
- There is a concern regarding child neglect or abuse
- There is a court subpoena
- There is a firearm/weapons risk.

Except for certain legal exemptions under the Freedom of Information (FOI) Act, you have the right to request access to your medical record. You may do this personally or through another person that you nominate. You also have the right to a copy or to view this record and to apply to have the record amended if you believe that any information it contains is incorrect, out-of-date or misleading. Your clinician can give you the details of whom to contact for further advice and assistance. Once again **NO INFORMATION** that can identify you is provided to the central data base.

## Murray Mallee General Practice Network



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## Mental health shared care in general practice



Privacy and your personal information

# Use and storage of your information

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This brochure is designed to inform you on how we use and store your personal information. Please take a few moments to read through this brochure.

## Introduction

Your appointment today with your mental health clinician is a service provided by the Murray Mallee General Practice Network (MMGPN) through a referral from your General Practitioner. The Shared Care program is offered by all South Australian Divisions of General Practice and a common client database is used.

Even though we all offer this program your personal information can only be accessed by the mental health workers from your region ie. Murray Mallee and not by any other region or person unauthorised to view your information. To ensure that your personal information is secure your files are password protected. Only statistical data is retrieved by the main data base and this information is de-identified. Your clinician will explain this in more detail.

The Murray Mallee General Practice Network has adopted a code of practice to ensure that all aspects of this program comply with the Privacy Act. These principles regulate the way in which personal health information can be collected, used, disclosed, stored and transferred.

This code of practice requires that we take all reasonable steps to ensure that any information we collect about you is:

- Accurate and up to date
- Contains only relevant details about you
- Is only provided to people who need it to treat and care for you or who have responsibilities related to your treatment and care
- Is protected from misuse and unauthorised access or disclosure to others

## What information is collected?

We collect two types of information. This relates to:

- Registration and statistics
- Your health care ie case notes

## Registration

Registration information helps us with administration such as finding your file when you come in for an appointment, ensures we have the correct person and also provides us with your contact details. The types of information we store about you include, but are not limited to, the following:

- Name
- Address
- Marital status
- Preferred language
- Race
- Accommodation type
- Date of birth
- Phone numbers
- Sex
- Emergency contact
- Source of income

## Statistics

Not only do we need to keep registration statistics, but each mental health care worker will record other statistics. After each contact with your mental health worker they will enter some statistics about what type of service has been provided ie. Counselling, assessment etc. It is important that we collect this information to assist with continued funding for future needs of clients in the Murray Mallee region.

Only statistical information is drawn from the database and does not identify you. The types of statistical information that help us are:

- The number of people receiving services
- How often services are being used
- The length of appointment or contact
- The type of health problems referred
- The age of people receiving services.

## Your health care

We also store information about your individual healthcare. It is a record about your health and the services/content of services we provide to you , such as; consultations; phone calls; letters and discussions with related professionals such as your GP or psychiatrist. This information is typed onto your electronic case note and stored on our database.