

## 5. How to get a copy of your health record

To request a copy of your record, send a request in writing to the Release of Information Unit and include:

- Your full name and date of birth
- Your contact details
- Specific details of the records you require e.g. date of admission
- Proof of your identity e.g. copy of your driver's licence, birth certificate or passport, certified by a Justice of the Peace or Commissioner of Declaration.

You must provide this information before your application can be processed. This also applies to applications made on behalf of children by a parent or guardian.

A small processing fee may apply. We will tell you about any costs before we send you a copy of your record.

## 6. Who to contact if you think your privacy or confidentiality has been breached

If you feel a breach of your privacy or confidentiality has occurred, please contact:

### Patient Feedback Service

**Telephone:** (07) 4433 1074

**Email:** THHS-Feedback@health.qld.gov.au

### Release of Information Unit

Townsville Hospital and Health Service

PO Box 670, Townsville QLD 4810

**Telephone:** (07) 4433 1319

**Email:** tsv-tth-roi@health.qld.gov.au

**Fax:** (07) 4433 1331

Townsville Hospital and Health Service  
PO Box 670, Townsville Qld 4810  
Ph: 07 4433 1111

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Townsville  
Hospital  
and Health  
Service



## Privacy and access to your medical record

A guide for patients and visitors of the  
Townsville Hospital and Health Service



## Privacy, confidentiality and access to your medical records

We respect your privacy and we are committed to protecting your information in accordance with the law, including:

- *Information Privacy Act 2009*
- *Hospital and Health Boards Act 2011*
- Queensland Government Code of Conduct

This brochure explains

1. why we collect your information
2. how to update your information
3. how your information is secured
4. where your information is shared
5. how to get a copy of your health record
6. who to contact if you think your privacy or confidentiality has been breached



### 1. Why we collect your information

We collect your information to provide you with health care services, to contact you for appointments and to follow up after treating you.

If we are unable to contact you by phone or mail we may contact the person you nominate as “next of kin” or “alternative contact.”

We try to collect information directly from you; however, in an emergency we may need to collect information from another person such as a family member or carer.

### 2. How to update your information

If you disagree with the information in your health record or you want to update any of your details, you can phone or write to the Release of Information Unit (details over page).

You will need to provide:

- full name and date of birth
- contact details
- details of the information you want to update or the parts of the record that are of concern to you.

### 3. How your information is secured

Your information is stored in paper or electronic health records and may include images, x-rays, photographs, and audio or video recordings.

Strict rules are enforced to protect your information from unauthorised access, loss or other misuse, and penalties apply to staff who breach these rules.

### 4. Where your information is shared

Your information is shared with health care providers involved in your ongoing treatment and agencies involved with delivering health or support services to you.

This could include:

- General Practitioners and specialists
- Private and public hospitals
- Nursing homes
- Medicare and insurers
- Other agencies who support you e.g. Department of Veterans’ Affairs or Centrelink

If you do not want us to share your health information, you will need to tell your doctor who will discuss this with you.