

Your **child's** Information and Privacy

OUR OBLIGATIONS

At The Children's Hospital at Westmead, we are committed to protecting the privacy of patient information and we have put measures in place to meet our obligations under the *Health Records and Information Privacy Act 2002*. Our doctors, nurses and other staff are bound by law and by NSW Health privacy policy and strict code of conduct to maintain confidentiality of patient information.

This leaflet explains how and why we collect personal information about your child, how you can access this information and how this information may be used within The Children's Hospital at Westmead or disclosed to other parties.

If you still have any questions or concerns, Please speak with the Privacy Contact Officer. Contact details are at the end of this brochure.

COLLECTION OF YOUR CHILD'S INFORMATION

We get information about your child directly from you wherever possible. If this is not possible, or in an emergency, we may also need to get information from a family member, friend, carer or other person, to help us give your child the right health care.

SECURITY OF INFORMATION COLLECTED

Information about your child may be held in a variety of ways. Most of the time, this information is a paperbased medical record, and/or an electronic medical record on a secure computerised database. Some information may also be held in the form of an image, such as an X-ray or photograph, or an audio or video recording. We follow strict rules and policies about the secure storage of all personal information to protect the information from unauthorised access, loss or misuse.

USE OR DISCLOSURE OF INFORMATION

Personal health information about your child, held in either paper or electronic format, may be used by The Children's Hospital at Westmead or shared outside the Hospital so that your child receives the right health services, for example:

- to other treating health services, hospitals or medical specialists involved in care and treatment for your child
- to your nominated GP
- to the Ambulance Service of NSW
- in order to process pathology tests, X-rays, etc
- to contact you for feedback on the services you have received from us to help us evaluate and improve our services
- for billing and debt recovery
- to pastoral care workers, including Hospital chaplains, providing spiritual and pastoral care
- to students and other staff for training
- to other health services and authorised third parties to help prevent a serious or imminent threat to someone's life, health or welfare, such as in an emergency
- to claims managers and associated persons for the purpose of managing a complaint, legal action, or claim brought against the Hospital or a treating health professional
- for purposes relating to the operation of the NSW health service and treatment of our patients, including funding, planning, safety and quality improvement activities.

If you do not want us to collect, use or

share information about your child, you must tell us and we will discuss with you how this may affect your child's health care. There is some personal health information that can or must be shared with other services by law, for example:

- to State and Commonwealth government agencies for statutory reporting purposes, such as to report notifiable diseases eg. whooping cough
- to researchers for public interest research projects approved by a Human Research and Ethics Committee
- to other health services or law enforcement agencies such as the Police, if you give us information relating to a serious crime, including assault, domestic violence, child abuse, etc
- to other agencies if the information is about the safety, welfare or wellbeing of a child or young person
- to obey a subpoena or search warrant if the personal information is needed as evidence in court
- under instruction from the Department of Health.

Only relevant information will be disclosed as required.

ACCESS TO INFORMATION ABOUT YOUR CHILD

You have the right to ask to see your child's personal information, including medical records held by health services in NSW. Normally you have to ask in writing with a copy of your identification. You may have to pay a fee if you need copies of your child's personal information or medical record. You are also allowed to see your child's medical

record and must contact the Medical Records Department to do so.

Requests to see your child's medical record should be sent to the Medical Records Department. You can get an application form from the internet at www.chw.edu.au/site/directory/_etc_/medical_records_application_form.pdf. A Health Information Manager or a clinician (eg nurse or doctor) must be with you when looking at your child's medical record.

You may not have the right to see your child's medical records in some special circumstances, for example, if this would put you and/or your child or another person at risk of harm. If you think the information we hold about your child is wrong, please let us know and we can make notes or corrections to your child's medical record.

CHILDREN OVER 14 YEARS

Children aged 14 years and over have the right to see their information. A clinician (eg doctor or nurse) will assess the child's ability to make this decision.

Children aged 16 years and over have the right to ask for their information independently.

CONTACT US

If you have questions or a complaint about your child's health records, please contact:

**The Privacy Contact Officer
The Children's Hospital at Westmead
Locked Bag 4001
WESTMEAD NSW 2145
Tel: +61 2 9845 2356**