

SECURITY OF YOUR CHILD'S INFORMATION

We follow strict government standards regarding the secure storage of your child's health information in all formats. We regularly enhance and audit our systems in order to protect your child's information from unauthorised access, loss or other misuse.

NSW public health services hold health information in paper records, on local electronic medical record systems and the NSW HealtheNet.

HealtheNet is a secure state-wide electronic record used by the NSW public health service. HealtheNet contains a summary of your child's health information, for example, your child's discharge summaries, pathology and diagnostic test results and medication information.

If your child attends a public health service anywhere in NSW, in most cases this summary information will be available to your child's treating clinical staff via HealtheNet.

MY HEALTH RECORD

My Health Record is Australia's national digital health record system. All Australians have a My Health Record, unless you choose not to have one.

If your child has attended a NSW public health service, a summary of their health information will be sent to your child's My Health Record. NSW public health staff may also view, and send information to, your child's My Health Record.

If your child has a My Health Record, but you do not wish for your child's information from a particular doctor's appointment or hospital visit to be included in their My Health Record, you must inform the health provider at the beginning of your child's visit.

For further information about My Health Record, telephone 1800 723 471, or visit myhealthrecord.gov.au

CHILDREN ACCESSING THEIR OWN RECORDS

Young people are able to make decisions about their health if medical staff think they are mature enough to fully understand their health problems and the treatment options. There is no fixed age for this, but it is usually about 14 years of age.

In most circumstances, medical staff will encourage young people to involve their parent or carer. 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 the privacy of your child's health information, please contact:

SCHN Privacy Contact Officer

Address: Locked Bag 4001
Westmead NSW 2145
Phone: (02) 9845 2356

TRANSLATING AND INTERPRETING SERVICE

If you require assistance with contacting the above services or require translation, please call the Translating and Interpreting Service (TIS) on 13 14 50.

For a privacy information leaflet in other languages, visit the Multicultural Health Communication Service at mhcs.health.nsw.gov.au



The Sydney
children's
Hospitals Network

care, advocacy, research, education

Updated May 2020



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YOUR CHILD'S
HEALTH
INFORMATION,
PRIVACY AND
ACCESS



NET6645/0520

COLLECTION OF YOUR CHILD'S INFORMATION

To provide your child with appropriate treatment, we may collect a range of health information about your child. This may include information about their health, pathology and diagnostic test results, x-ray and other imaging, and information about their medication.

We collect health information directly from you wherever possible. If this is not possible, or in an emergency, we may refer to your child's previous health records, other health care providers and your child's My Health Record.

We may also need to collect information from a parent, family member, friend, carer or other person such as an interpreter who can help us to provide your child with appropriate health care.

USE OR DISCLOSURE OF INFORMATION

Your child's health information may be used by the NSW public health service, or disclosed outside the health service, to enable appropriate care and treatment to be provided to you.

For example, their information may be used or disclosed as follows:

- to other health services, hospitals or medical specialists involved in your child's health care.
- to your nominated GP, including information provided with your child's discharge referral documents.
- to the Ambulance Service of NSW.
- to My Health Record.
- to contact you at home regarding follow-up appointments.
- to your carer to assist with your child's care.
- to contact you for feedback on the services your child has received.
- to pastoral care workers, including hospital chaplains, providing spiritual and pastoral care.
- to students and other staff for training purposes.
- to other health services and authorised third parties to help prevent a serious and imminent threat to someone's life, health or welfare, such as in an emergency.

- for purposes relating to organ or tissue donation. This may include next of kin contact details.
- for operational and management activities, including funding, planning, safety and quality improvement.
- to investigate a complaint or incident.
- to manage a legal action or claim brought by the patient against the health service.

If you do not wish for us to collect, use or disclose certain information about your child, you will need to tell your child's health care team. We will discuss with you any consequences this may have for your child's health care.

The law also allows or requires your health information to be disclosed to other third parties, for example:

- to State and Commonwealth government agencies for statutory reporting purposes (such as to report infectious diseases, cancer and other notifiable diseases), to report births and deaths, and to provide Medicare details.
- to researchers for public interest research projects, as approved by a Human Research Ethics Committee.
- to other health services or law enforcement agencies, such as the police, if you provide us with information relating to a serious crime, including serious assault, domestic violence or child abuse.
- to other agencies where the information relates to the safety, welfare or wellbeing of a child or young person.
- to comply with a subpoena or search warrant where a child's health information is required as evidence in court.

NATIONAL DISABILITY INSURANCE SCHEME

If you, or someone on your behalf, provide us with a copy of your child's NDIS Plan or other NDIS documents, we may use or disclose this information for purposes related to your child's health care and social services. This may include sharing information with other government agencies, private sector or non-government organisations to help health and non-health services meet your child's needs.

PRIVATE PATHOLOGY RESULTS

Under our shared care model for provision of care to children, Sydney Children's Hospitals Network (SCHN) is able to access pathology and diagnostic results relevant to your child's care held by The Children's Hospital at Westmead (CHW) Pathology, which is a centre of excellence for NSW. This may include results requested from CHW Pathology by other public and private health care providers. Our ability to access this information ensures we are able to provide the best health care we can for your child.

ACCESS TO YOUR INFORMATION

You are entitled to request access to your child's health information held by SCHN. Normally you will be asked to apply for access in writing and provide identification. You may be charged a fee if you request copies of your health record. We respond to requests for access to information as soon as possible, and in most cases within than 28 days.

Access to your information may be declined in special circumstances, such as where giving access would put you, another person or your child at risk of mental or physical harm.

If you believe the information we hold about you or your child is incorrect or an error has been made, please let us know and we will correct it or add a notation to your child's health record.

Requesting access to your child's health care record can be made in writing or by phone to:

SCHN Medico-Legal Unit

Address: Locked Bag 4001
Westmead NSW 2145

Phone: (02) 9845 2356

Email: SCHN-MedicoLegal@health.nsw.gov.au

