



PRIVACY POLICY

FOR INDIVIDUALS WHO ARE AUTHORISED USERS OF
My eHealth Record

For more information on My eHealth Record visit www.myhealthrecord.com.au or telephone 1800 247 430

V2



A Northern Territory Government initiative, developed with financial assistance from the Australian Government.

MY EHEALTH RECORD

My eHealth Record provides consumers with a way of securely storing and sharing important health information with their consent, so that it can be accessed easily and quickly when needed for their ongoing care at participating health centres, GPs and public hospitals.

My eHealth Record aims to improve the quality, safety, coordination and efficiency of health service delivery by enabling participating healthcare providers across the public and private health care sectors to share and access important health information easily, quickly and securely using an e-health solution integrated into the participating healthcare providers' clinical information systems, whilst ensuring the privacy of confidential health information is appropriately protected.

My eHealth Record is operated by eHealthNT, Northern Territory Department of Health in collaboration with the Aboriginal Medical Services Alliance of the Northern Territory, Northern Territory Medicare Local, Aboriginal Health Council of South Australia and WA Country Health Service.

Participating healthcare providers display *My eHealth Record* signage so that registered consumers are able to readily identify the providers who are participating in *My eHealth Record*. Currently the categories of healthcare providers participating include:

- Northern Territory:** Aboriginal Community Controlled Health Services, GP practices, NT Department of Health remote health centres and all public hospitals;
- South Australia:** Aboriginal Community Controlled Health Services;
- Western Australia:** Western Australia Country Health Services (WACHS) Kimberley Region public hospitals.

As *My eHealth Record* expands its coverage other healthcare providers such as specialist and allied health practices, pharmacies and residential aged care facilities may be included.

With financial assistance from the Australian Government Department of Health and Ageing under arrangements oversighted by the National eHealth Transition Authority (NEHTA), *My eHealth Record* is implementing key foundations to ensure healthcare providers and consumers who take part will be able to participate in the national personally controlled electronic health record (PCEHR) system when it is available.

This *My eHealth Record* Privacy Policy applies to personal information collected by eHealthNT in relation to your role as an Authorised User of *My eHealth Record*.

It does not apply, for example, if you have registered as a consumer for *My eHealth Record*. If you have, then please refer to the *My eHealth Record* Privacy Policy for Consumers.

PRIVACY OBLIGATIONS

eHealthNT, as the service operator for *My eHealth Record*, takes its privacy obligations very

seriously and takes all reasonable steps to ensure that your personal information is dealt in accordance with all relevant privacy laws and this *My eHealth Record* Privacy Policy.

More information on *My eHealth Record* is contained in the following documents which are available on the *My eHealth Record* website at: www.myehealthrecord.com.au:

- *My eHealth Record* Responsibilities of Health Professionals information leaflet;
- *My eHealth Record* Better Health Care with *My eHealth Record* information leaflet; and
- *My eHealth Record* Privacy Manual.

PRIVACY

This policy describes the way that eHealthNT collects, holds uses, discloses and otherwise handles information about individual healthcare professionals and other Authorised Users of *My eHealth Record*. eHealthNT is subject to the *Information Act* (NT) and in relation to consumer health information held in *My eHealth Record* agrees to comply with the National Privacy Principles under the *Privacy Act 1988* (Cth) as the minimum standard for privacy compliance for *My eHealth Record* participants. eHealthNT may vary this policy from time to time.

REGISTRATION

To access consumer's health information in *My eHealth Record*, as an individual healthcare provider you will need to apply to eHealthNT for access and have the endorsement of the healthcare provider organisation(s) with which you are associated.

You can withdraw at any time by notifying eHealthNT in writing. eHealthNT will still need to keep a copy of your personal information for legal purposes.

More information about the application process and responsibilities of Authorised Users, in particular, healthcare professionals is available on the *My eHealth Record* website.

WHAT PERSONAL INFORMATION WILL BE COLLECTED IN RELATION TO HEALTH PROFESSIONALS?

eHealthNT will collect the following (limited) personal information about you as part of the registration process and to administer *My eHealth Record*:

- name;
- health facility name;
- address and contact details;
- confirmation of your professional registration (if applicable);
- information in relation to your involvement in the care provided to consumers in relation to *My eHealth Record*.

You agree to provide to eHealthNT current and accurate information so that eHealthNT can assist you as a *My eHealth Record* Authorised User and fulfil its obligations to registered consumers and other participating healthcare providers.

WHO CAN ACCESS YOUR PERSONAL INFORMATION?

The types of people who may have access to your personal information limited to your name, and healthcare role and contact details are:

- participating healthcare providers who may need to know who treated a consumer previously and may need to contact you for further information in relation to their care; and
- consumers (or a representative acting on their behalf) who are accessing the content of their record in *My eHealth Record* or making a complaint in relation to their record or seeking access to the audit log of whom has accessed their record.

eHealthNT staff and contract service providers involved in operating the *My eHealth Record* system and repository, may have access to your personal information for administrative purposes relating to your role as an Authorised User.

USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION

Use and disclosure

We will use and disclose your personal information:

- with your consent;
- to provide to you with access to *My eHealth Record*;
- subject to our legal obligations, to disclose information to any person where necessary in connection with your involvement with *My eHealth Record* as an Authorised User;
- to communicate with you in relation to *My eHealth Record* or the National PCEHR system;
- facilitate internal business operations, including to fulfil legal requirements, quality assurance, evaluation, insurance and management purposes in relation to the operation of *My eHealth Record*; and
- as permitted under privacy laws.

Research

eHealthNT will not use personal information which identifies you for evaluation or research purposes.

Partners

Third party information technology suppliers may be engaged to perform functions on behalf of eHealthNT and may have access to your personal information. Each of these suppliers has signed confidentiality agreements with eHealthNT. Any access to your information will occur in the performance of their contractual obligations to eHealthNT and not for other uses.

Reporting

From time to time eHealthNT provides de-identified information about the use of *My eHealth Record* to the Commonwealth Department of Health and Ageing and the National E-Health Transition Authority, or their agents, to enable them to evaluate *My eHealth Record*. This may comprise data collected about you and other users to form aggregate results. However, eHealthNT will not provide any personal information that directly identifies you as a *My eHealth Record Authorised User* without your consent.

Verification of Health Professionals

eHealthNT uses various details to verify information given to eHealthNT by you. At times, we use:

- names and dates of birth;
- addresses, telephone numbers and email addresses
- where applicable, your Healthcare Provider Identifier for Individuals (HPI- I), the Healthcare Provider Identifier for Organisations (HPI-O) of healthcare provider organisation with which you are associated or your Medicare provider number.

PROTECTION AND SECURITY OF INFORMATION

eHealthNT takes all reasonable steps to protect all information which eHealthNT holds (including your personal information) from misuse, loss, unauthorised access, modification or disclosure.

Other participating healthcare providers and Authorised Users are required to protect your personal information (such as information concerning your treatment of a patient) from misuse, loss, unauthorised access, modification or disclosure. However, eHealthNT will not be responsible to you for any act or omission of another participating healthcare provider or Authorised User.

Information contained in *My eHealth Record* is protected by encryption and firewall technology.

Information being sent to or accessed from *My eHealth Record* is secured by Public Key Infrastructure encryption technology whilst in transit.

eHealthNT takes reasonable steps to hold information securely in electronic or physical form. eHealthNT stores information in access controlled premises or in electronic databases requiring

logins and passwords. All participating healthcare providers and Authorised Users with access to confidential information are subject to confidentiality obligations.

The steps eHealthNT has taken to protect your personal information include:

Only authorised healthcare providers and authorised eHealthNT staff can see your personal information which is held by *My eHealth Record*;

Participating healthcare providers and Authorised Users of *My eHealth Record* are required to agree to only collect and deal with *My eHealth Record* information in accordance with *My eHealth Record* Privacy Policy for Consumers, *My eHealth Record* Privacy Policy for Individual Authorised Users, *My eHealth Record* Privacy Manual and all relevant laws and only in relation to the use of *My eHealth Record* in the provision of healthcare to consumers or as compelled by law;

eHealthNT is not involved in the selling, trading or the unauthorised use of personal information; and

eHealthNT receives and stores certain types of information when you interact with our website, this is provided through the use of cookies.

WHAT ARE COOKIES?

Cookies are computer identifiers that are placed on your computer's hard drive through your web browser. Cookies enable eHealthNT's website to recognise your browser and welcome you back to the site.

eHealthNT's cookies do not send us back any information about your computer or any other information on your hard drive.

ACCESS AND COMPLAINTS

You may request to access your personal information held by eHealthNT at any time.

You can ask for corrections to be made to your personal information.

Where this information is part of previously supplied consumer health information to the consumer's record in *My eHealth Record*, eHealthNT will accept an updated event summary with the corrected information. As participating healthcare providers may have acted upon the previously supplied information in providing care to consumers, eHealthNT will retain any earlier versions but these will not be accessible directly by Authorised Users.

In relation to other personal information held about you, eHealthNT will either correct the information where it is incorrect or include your comments with the information where you request this. Personal information provided by you can be updated by you, where it is out of date.

If you have a question, or wish to access or correct your personal information or make a complaint about the handling of your personal information please contact eHealthNT.

For further information contact eHealthNT

Postal: Reply Paid 156, DARWIN NT 0801
Free Call: Health Professional Hotline 1800 247 430
Free Call: Consumer Hotline 1800 619 411
Fax: 08 8924 7266
Website: www.myehealthrecord.com.au