

What is Freedom of Information?

The Freedom of Information Act (FOI) 1982 gives you the right to access your information held in Eastern Health records. Eastern Health includes Angliss Hospital, Box Hill Hospital, Healesville & District Hospital, Maroondah Hospital, Peter James Centre, Wantirna Health, Yarra Ranges Health and Yarra Valley Community Health Service.

What information does Eastern Health have about me?

Your medical record at Eastern Health includes health information collected during attendances as an inpatient, outpatient and community visits. The information is used to assist in your ongoing care and treatment. Such information includes details of current and past illnesses or injuries, operations performed, pathology results and medications taken and prescribed.

What types of records are kept?

Your information may be stored in many ways including paper, X-rays, computer systems, film, tapes and electro-cardiographs (ECGs).

Where is my information stored?

Most of your information will be kept on site at the hospital you were treated. Information is stored in Health Information Services, however some information is stored securely off-site and can be retrieved when required.

Who do I apply to?

Post or fax your application to the hospital at which you were treated:

Angliss Hospital

FOI Officer, Health Information Services
Albert Street, Ferntree Gully VIC 3156
Tel: (03) 9764 6245 Fax: (03) 9764 6291

Box Hill Hospital

FOI Officer, Health Information Services
PO Box 94, Box Hill VIC 3128
Tel: (03) 9895 3270 Fax: (03) 9895 3268

Healesville & District Hospital/ Yarra Valley Community Health Service

Director of Nursing
377 Maroondah Highway, Healesville VIC 3777
Tel: (03) 5962 4300 Fax: (03) 5962 2226

Maroondah Hospital

FOI Manager, Health Information Services
PO Box 135, Ringwood East VIC 3135
Tel: (03) 9871 3358 Fax: (03) 9871 3357

Peter James Centre/Wantirna Health

FOI Officer, Health Information Services
Locked Bag No. 1, PO Forest Hill VIC 3131
Tel: (03) 9881 1720 Fax: (03) 9802 9570

Upton House

FOI Officer, Health Information Services
PO Box 94, Box Hill VIC 3128
Tel: (03) 9895 4968 Fax: (03) 9895 3856

Yarra Ranges Health

FOI Manager, Health Information Services
PO Box 866, Lilydale VIC 3140
Tel: (03) 8706 9694 Fax: (03) 9091 8899

email: FOI@easternhealth.org.au

Protecting Your Privacy

Our staff are committed to respecting your confidentiality and preserving your privacy. We will keep your personal information secure and protected from unauthorised access or improper use, and we will only disclose information about you if it is authorised by you or mandated by law.

All our services comply with the relevant information and privacy legislation.

If you would like a copy of our Privacy Policy please ask a member of staff or visit our website on www.easternhealth.org.au.

Eastern Health is accredited by the independent Australian Council on Healthcare Standards in recognition of the achievement of acknowledged standards, and the commitment to continuous improvement in the provision of healthcare services.



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Your Health Information and You

Πληροφορίες για Σας και για την Υγεία σας

Le Vostre Informazioni Sanitarie e Voi

您與您的醫療保健資料

您与您的医疗保健资料

Thông Tin về Sức Khỏe của Quý Vị và Quý Vị

أنت ومعلوماتك الصحية

اطلاعات پزشکی و شما

ព័ត៌មានផ្នែកសុខភាពរបស់លោកអ្នក និងលោកអ្នក

Wëtdun de kake paan akim
kujjäl ya yin ne guopdu

သင်နှင့် သင့် ကျန်းမာရေးဆိုင်ရာ
အချက်အလက်များ

Your Health Information and You

How long does Eastern Health keep my information?

Eastern Health complies with legal requirements for information retention. Inpatient records are kept for a minimum of 15 years, or longer if the patient was a child when receiving treatment. Outpatient records are kept for a minimum of 7 years from the patient's last date of attendance. X-rays are kept for a minimum of 5 years after creation. Records of deceased patients are kept for 10 years from the date of death. At the end of their retention period, records are destroyed.

How do I view or obtain a copy of my record?

Applications must be in writing to the FOI Manager/Officer, either on an application form, which is available from the FOI Manager/Officer or by letter. Your request to either view the record or to obtain a copy must be clear. Applications must be accompanied by a prescribed fee, as outlined in this brochure, and proof of identity (e.g. copy of driver's licence).

How much will it cost me?

The total charge will vary according to each request. The standard charges are:

General costs*

Application Fee	\$22.70
Photocopying	\$0.20 cents per page

Viewing costs (in addition to application fee)

Viewing/interpretation fee	\$20.00 per hour
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* The above fees may be waived for Health Care card/Pension card holders. You must provide a current valid photocopy of your Health Care card/Pension card to be eligible. If your application is accepted you will be excused from paying the above charges.

Can anyone else request my information?

Your information will only be provided to another person with your written authority.

There may be some exceptions and these are outlined below.

Can I obtain someone else's records?

You may obtain another person's records only if you have the written authority to do so. You may also obtain another person's records if you can provide evidence that you:

- Have been named as Power of Attorney by that person; or
- Have been appointed as the Legal Guardian of that person; or
- Are the direct Next of Kin (NOK), in the case of a deceased person.

Records may also be made available in accordance with due legal process, e.g. as evidence in a legal action before a court.

How long will I have to wait?

Acknowledgement of your application will be sent right away. Eastern Health has 45 days from receipt of your application fee, or equivalent, to inform you of the outcome of your request. At this time you may also receive an invoice for any applicable photocopying charges. These charges must be paid in full before your information is provided.

Greek: Ο Νόμος Ελευθερίας των Πληροφοριών (The Freedom of Information Act (FOI)), σας δίνει το δικαίωμα να έχετε πρόσβαση σε πληροφορίες υγείας, οι οποίες συγκεντρώθηκαν κατά την διάρκεια της παρακολούθησής σας, στα νοσοκομεία Eastern Health. Μπορεί να επιβάλλονται τέλη. Εάν έχετε δυσκολίες με τα Αγγλικά, ζητήστε από το προσωπικό να διοργανώσουν για έναν διερμηνέα ή επικοινωνήστε μαζί μας, μέσω της Τηλεφωνικής Υπηρεσίας Διερμηνέων στο: **131450**, χωρίς καμιά χρηματική επιβάρυνση σε σας.

Italian: La Legge sulla Libertà d'Informazione (FOI) vi dà il diritto di accedere alle informazioni sanitarie raccolte durante le vostre visite agli ospedali di Eastern Health. Potrebbero esserci dei costi. Se ci fossero problemi con l'Inglese, chiedete allo staff di prenotarvi un interprete, oppure mettetevi in contatto con noi tramite il Servizio Telefonico Interpreti al **131450**. Il servizio é gratuito.

Chinese Traditional: 據《資訊自由法》(FOI) 規定，您有權獲得在 Eastern Health 的醫院就診時被收集的醫療保健資料。索取資料可需繳費。若有英語困難，請職員安排傳譯員，或撥打 **131450** 電話傳譯服務與我們聯繫，您不需繳付傳譯服務的費用。

Chinese Simplified: 据《信息自由法》(FOI) 规定，您有权获得在 Eastern Health 的医院就诊时被收集的医疗保健资料。索取资料可需缴费。若有英语困难，请职员安排传译员，或拨打 **131450** 电话传译服务与我们联系，您不需缴付传译服务的费用。

Vietnamese: Theo Đạo Luật Tự Do Tìm Biết Thông tin, tiếng Anh viết tắt là FOI, quý vị có quyền xem thông tin về sức khỏe đã thu thập trong những lần quý vị đến các bệnh viện trực thuộc Eastern Health để khám/trị bệnh. Có thể phải trả lệ phí. Nếu gặp trở ngại về Tiếng Anh, xin quý vị nhờ nhân viên sắp xếp thông dịch viên cho quý vị hoặc liên lạc với chúng tôi qua Dịch Vụ Thông Dịch qua Điện Thoại: **131450**, quý vị không phải trả tiền.

Arabic: يعطيك قانون (FOI) حرية المعلومات الحق في الإطلاع على المعلومات الصحية خاصتك التي تم تجميعها أثناء تواجدك في مشافي Eastern Health. قد يترتب تسديد رسم لقاء هذه المعلومات. وإذا كنت تواجه صعوبة في الإنجليزية، اطلب من أحد الموظفين الترتيب لخدمات مترجم أو إتصل بنا عن طريق خدمة الترجمة الهاتفية على الرقم: **131450**، دون أن يكلفك ذلك شيئاً.

Farsi: قانون آزادی اطلاعات (FOI) به شما این حق را می دهد که به اطلاعات پزشکی خود که در طول مدت حضور شما در Eastern Health گردآوری شده دسترسی داشته باشید. ممکن است هزینه ای در برداشته باشد. اگر شما در مکالمه به زبان انگلیسی مشکل دارید. از کارمندان بخواهید تا برای شما مترجم بگیرند و یا اینکه از طریق خدمات ترجمه تلفنی با ما تماس بگیرید. شماره تلفن خدمات ترجمه تلفنی: **۱۳۱۴۵۰**. خدمات ترجمه برای شما رایگان می باشد.

Khmer: ច្បាប់សេរីភាពដើម្បីទទួលយកព័ត៌មាន (FOI) ផ្តល់ជូនលោកអ្នកនូវវិស័យដើម្បីទទួលយកព័ត៌មានផ្នែកសុខភាពដែល គេប្រមូលបានក្នុងអំឡុងពេលលោកអ្នកអញ្ជើញមកមន្ទីរពេទ្យ Eastern Health ។ គេអាចគិតថ្លៃចំពោះកិច្ចបំរើនេះ។ ប្រសិនបើលោកអ្នកមានបញ្ហាជាមួយភាសាអង់គ្លេស សូមស្នើសុំបុគ្គលិកឱ្យរៀបចំអ្នកបកប្រែភាសាមួយរូបជូនលោកអ្នក ឬទាក់ទងជាមួយយើងតាមរយៈកិច្ចបំរើអ្នកបកប្រែភាសាតាមទូរស័ព្ទ: **131450** ដោយឥតគិតថ្លៃពីលោកអ្នកឡើយ។

Dinka: Loŋ de nyic de keŋ ku wët (Freedom of Information Act) ee yin yen yic leu bin kacie akim ke gär piny nyic ne köl cin lo paan akim, ne akim ke Eastern Health yic kedia. Wëu aye cuatpiny teköör yin kecik garpiny. Te cin ye jam ne injlith, keyin thiec raan lui ago yin kër athook ka yupe wuök ne telepun de athöök: **131450**, acin wëu yekee köör ne yup.

Burmese: သတင်းအချက်အလက်များ လွတ်လပ်ခွင့်ဆိုင်ရာ အက်ဥပဒေ (The Freedom of Information Act) (FOI) အရ သင် Eastern Health ဆေးရုံများကို လာရောက်ကုသမှု ခံယူသည့်အခါ စုဆောင်းသော အချက်အလက်များကို သင် ကြည့်ရှုနိုင်ခွင့်ရှိသည်။ အခကြေးငွေပေးရမည်။ အကယ်၍ သင် အင်္ဂလိပ်စကားပြောရန်အခက်အခဲရှိပါက ဝန်ထမ်းများကို စကားပြန်တစ်ဦး စီစဉ်ပေးရန်ပြောပါ။ သို့မဟုတ် တယ်လီဖုန်းဖြင့် စကားပြန်လုပ်ငန်း **131450** မှတစ်ဆင့် ကျွန်ုပ်တို့ထံ အခမဲ့ ဆက်သွယ်နိုင်ပါသည်။