

Essential Information

Your privacy

We understand the importance of ensuring that your personal and health information is kept secure, and the eHealth record system has been designed to make sure this happens. There are strict rules in the *Personally Controlled Electronic Health Records Act 2012* and the *Privacy Act 1988* that govern how your information will be dealt with and protected in the eHealth record system.

What information is collected?

When you register to participate in the eHealth record system, the System Operator (in this *Your privacy* section, 'we', 'us', 'our') will collect information about you, and if you are an authorised representative, information about your dependant. In some cases, the System Operator will collect this information directly from you. In other cases, the system operator will collect information about you from others.

As part of the registration process, the System Operator collects information on behalf of others – for example, the Chief Executive Medicare (within the Department of Human Services) or the Department of Veterans' Affairs. The collection of this information is authorised by the *Personally Controlled Electronic Health Records Act 2012* and is for the purpose of the Chief Executive Medicare carrying out functions as a registered repository operator under that Act.

The kinds of information collected directly from you include:

- details that allow us to identify and contact you;
- details about medical conditions you have or that a dependant has which you decided to upload to and publish in the eHealth record;
- details about your health or a dependant's health which you enter in the confidential health diary facility we offer to you;
- information about how you want to manage your and/or your dependant's eHealth record, including who you want to have access to your and/or your dependant's record and other access controls; and
- information about your access to your and/or your dependant's eHealth record.

We will also collect health records about you and/or your dependant(s) from healthcare provider organisations that have registered to participate in the eHealth record system. If you decide that you want to include them in your and/or

your dependant's eHealth record, then the System Operator will also collect health-related records from other Commonwealth agencies – see "**Information held by DHS-Medicare**" on page 6 for further details.

What uses and disclosures of information may occur?

We will use the personal information we collect from you and others for registration, administration, maintenance, monitoring and population of your and/or your dependant's eHealth record. We will also use your and/or your dependant's personal information for the purpose of administering the eHealth record system more broadly. This would include, for example, monitoring the security, integrity and efficiency of the system.

We use private sector firms to assist us to deliver the eHealth record system and they will see, use and disclose, and in some cases store, your and/or your dependant's personal information as part of this work. These firms are required to treat your and your dependant's information with the same level of respect, privacy and security that you are entitled to from us.

We will disclose information about you and/or your dependant(s) to the Healthcare Identifiers service operator, to verify your and/or your dependant's identity when you apply for registration, and to obtain updates of your and/or your dependant's demographic and contact information over time, so that our records about you remain current.



We will disclose information about you and/or your dependant(s) to the Department of Human Services and the Department of Veterans' Affairs, in order to verify the accuracy of information you supply with your application. This includes information necessary to verify your identity and your consent to include information held by Chief Executive Medicare in your and/or your dependant's eHealth record.

We will disclose your eHealth record to healthcare provider organisations involved in your care that are registered with the eHealth record system, in accordance with the access controls for your eHealth record, or in a medical emergency. A medical emergency is where the information is necessary to lessen or prevent a serious threat to the life or health of a person, and it is not possible or practical to contact you and get your permission to disclose your information first, or where there is a serious threat to public health or public safety. If you are an authorised representative, the same disclosure will apply for your dependant's record.

Healthcare provider organisations sometimes use private sector firms to help them with computer and IT-related services ('contracted service providers'). If a registered contracted service provider is authorised by a healthcare provider organisation to connect to the eHealth record system on its behalf, then we will disclose your and/or your dependant's information to the contracted service provider (if the healthcare provider organisation is authorised by you to access this information). A contracted service

provider may only register with the eHealth record system if it agrees to meet proper security and privacy standards when connecting to the eHealth record system.

You, or a registered healthcare provider organisation, or a representative on your behalf may be able to access information in your and/or your dependant's eHealth record using an internet portal. If you (or an entity authorised to access your and/or your dependant's information) use a portal to connect to the eHealth record system, then we will disclose information about you and/or your dependant(s) to the portal operator.

We will disclose your and/or your dependant's information to repository operators for the purpose of storing, indexing and calling for records about you and/or your dependant(s) which form part of your and/or your dependant's eHealth record.

We will disclose information about you and/or your dependant(s) to a healthcare provider organisation, contracted service provider, portal operator, or repository operator if we need to in order to investigate or resolve a technical, security, or privacy matter that has arisen with the eHealth record system. This might include, for example, talking with a healthcare provider organisation about why it has been accessing your and/or your dependant's eHealth record, if our monitoring of the system discloses that there has been an unusual pattern of access.

There are limited other circumstances where your and/or your dependant's information may be collected, used or

disclosed under the *Personally Controlled Electronic Health Records Act 2012* or as authorised by or under the law. These circumstances include the provision of indemnity cover for a healthcare provider, and disclosure to courts and tribunals and for the purposes of coroner's investigations.

Chief Executive Medicare

The Chief Executive Medicare (as the service operator under the *Healthcare Identifiers Act 2010* and, separately, the holder of Medicare and PBS records) may disclose information to the System Operator about you and your dependant(s) to assist the System Operator to make decisions about registration and authorised representatives under the *Personally Controlled Electronic Health Record (PCEHR) Act*. These disclosures are authorised by the *Healthcare Identifiers Act 2010* and the *Personally Controlled Electronic Health Records (PCEHR) Act*.

You can find the full
Privacy Statement for
the eHealth record system
at www.ehealth.gov.au

Or you can request a copy
by calling: 1800 723 471

I have read the above essential information about my ehealth record and consent to its use as specified

Patients Name :

Registration Booklet | 9

Date :

9 Please read this before answering question 9

The Chief Executive Medicare may hold information about you which can be included in your eHealth record over time.

This information may include details that indicate diagnosed conditions and illnesses. If you do not want to have such details visible in your eHealth record, you should not consent to the inclusion of this information.

You can withdraw your consent at any time, in which case no new information will be provided to the System Operator for inclusion in your eHealth record. Importantly, however, if an item of information was indexed in your eHealth record before you revoke your consent, the full item may be made available to the System Operator at any time, *even after you revoke your consent*. You should refer to the **Registration Booklet** for more information about this process.

Please indicate which information, if any, you consent to being included in your eHealth record:

- Details of **all future** claims made for Medicare benefits whenever you receive a healthcare service that is covered under the Medicare Benefits Schedule (MBS)*
- AND** details of any **past** claims for Medicare benefits, if available* (This option is only available if you have selected 'all future claims' above.)
- Details of **all future** claims made for Pharmaceutical benefits whenever you receive medication that is covered under the Pharmaceutical Benefits Scheme (PBS)**
- AND** details of any **past** claims for Pharmaceutical benefits, if available** (This option is only available if you have selected 'all future claims' above.)
- Your organ and/or tissue donation decision(s), which are sourced from the Australian Organ Donor Register (AODR)
- Details of the immunisations administered to you up until the age of 7, which are sourced from the Australian Childhood Immunisation Register (ACIR)

Note:

* this includes claims that are processed by the Department of Human Services on behalf of the Department of Veterans' Affairs (DVA), in accordance with eligibility entitlements provided by DVA. Information is only included where the claim for a benefit has been successful.

** this includes Department of Veterans' Affairs claims under the Repatriation Pharmaceutical Benefits Scheme (RPBS) that are processed by the Department of Human Services. Information is only included where the claim for a benefit has been successful.

For further information on the specific types of information that are included in your eHealth record refer to the **Registration Booklet**.

10 Application to register and consent to include information

I apply for registration and:

- declare that the information in this application is correct and any supporting evidence submitted by me is correct
- consent to records containing my health information being uploaded to the eHealth record system by registered healthcare provider organisations involved in my care, subject to any express advice I give to my healthcare providers not to upload:
 - (a) a particular record
 - (b) a specified class of records, or
 - (c) any records.
- declare that I have received and read the information in the **Registration Booklet** which relates to my application.

Applicant's signature

Date

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Note: Giving false or misleading information is a serious offence.

 If you are lodging this form by post, make sure you have attached certified copies of your evidence of identity document(s). Please refer to the **Registration Booklet** for an explanation of what evidence of identity document(s) are required.

I have also read the 2 pages of "Privacy information" from the "Registration Booklet" and consent to its use as specified



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