



Privacy of Patient Information

DG11728/12

Justice & Forensic Mental Health Network is committed to protecting patient privacy and has implemented measures to comply with its obligations under privacy legislation.

All staff of Justice & Forensic Mental Health Network are bound by law to keep patient information confidential. All staff are bound by privacy legislation, the NSW Health Privacy Policy and by a Code of Conduct to protect health information.

All patients/clients attending a Justice & Forensic Mental Health Network facility will be provided with a brochure titled 'Health Service Information'. This brochure explains the privacy obligations. It outlines how the health information is used and released. It outlines the manner of accessing the health information.

For a general privacy enquiry or complaint, contact our Client Liaison Officer. Alternatively you can request an internal review of a decision made pertaining to a request for information under privacy legislation. An application for internal review should be directed to the Privacy Contact Officer. The Client Liaison Officer and Legal Advisor may be contacted on (02) 9700 3000, or in writing at PO Box 150, Matraville NSW 2036. If you are dissatisfied with the outcome of an internal review you may lodge an appeal with the Administrative Decisions Tribunal who may further investigate your complaint.

For further information relating to Justice & Forensic Mental Health Network's compliance with its privacy obligations please refer to the following:

- *Privacy Management Annual Report 2010 – 2011*

Access to Health Records can be facilitated through privacy legislation. This may be done through providing a copy of the health information or providing a reasonable opportunity to inspect and takes notes from the Health Record.

If you are not the patient, you will need to include written consent from the patient clearly indicating that Justice & Forensic Mental Health Network may disclose the records to you. You will be asked to apply in writing and will be charged the relevant fee.

Access to health information and patient Health Records can be requested through the following steps:



1. Complete the Application for Access to Health Records form

2. Enclose the relevant fee

3. Submit the application form with attachments to the address/fax below

The Medico-Legal Coordinator

Joint Records Centre

Justice Health & Forensic Mental Health Network

Private Bag 144, Silverwater NSW 1811

Phone: (02) 9289 5168

Fax: (02) 9289 5014