



WHAT ARE MY RIGHTS?

Under Victorian law, you have the right to know what health information is held about you, how and why it was collected and what it's being used for.

You can ask to see your health records and request changes if they're incorrect. You can also ask to have your health records sent to another health service provider. If these requests are refused, you deserve a written explanation.

For more information or to fill out an online complaint form, visit hcc.vic.gov.au

Call **1300 582 113** between 9am and 5pm, Monday to Friday to discuss your complaint.



MY HEALTH RECORDS. MY RIGHTS.



HOW CAN I ACCESS MY RECORDS?

The first step is to contact those holding your health records. If you're not satisfied with their response, you can make a complaint.

The Health Complaints Commissioner handles complaints about healthcare providers and any private organisation who holds health information in Victoria.

Complaints about the handling of health records by public organisations go to the Freedom of Information Commissioner.

Our office can help you access or correct your records, get explanations, apologies and refunds or even change how a service handles health information.

Our service is free, confidential and impartial.

WHO HOLDS MY HEALTH INFORMATION?

Health service providers like hospitals and dentists as well as non-health service providers such as schools, insurers and government agencies all collect health information. They may hold your medical histories, test results, sick leave certificates, medication lists and more. If they create the record, they own it.

WHAT ARE THEIR OBLIGATIONS?

Health information should be collected with your consent and only used for the purpose it was collected. To use it for an unrelated purpose, they need your permission.

The information should be accurate, up-to-date and relevant to the work of those collecting it. They must store, transfer and dispose of the records securely to protect your privacy. If your provider moves premises or closes down, they should post a public notice.

Contact us

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Visit or write to us at Level 26, 570 Bourke Street, Melbourne Victoria 3000



Deaf, hard of hearing or speech impaired? relayservice.gov.au



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