



## Accessing your information..

You are entitled to access your personal and health information or if you wish to do this, contact the coordinator of the genetic clinic you attended or mail@genetichealthvic.net.au.

**The Genetic Health** staff involved in your care are a great source of information so we recommend you speak with a staff member if you have any queries.

We have a formal complaints procedure to deal with any concerns you may have about your care. If you identify information in your genetic file that you disagree with or that is incorrect then you have a right to request an amendment.

In some cases, several members of the same family seek diagnosis and genetic counselling from Genetic Health. You are entitled to access your personal and health information however you are not permitted to view the entire genetic file as this may contain information about other family members and we are committed to protecting their information, as well as yours.

## More information..

Please contact 03 8341 6201 or visit [www.genetichealthvic.net.au](http://www.genetichealthvic.net.au)

**Written complaints should be directed to:**  
Clinical Quality Liaison Officer  
Genetic Health Services Victoria  
Murdoch Childrens Research Institute  
Flemington Road Parkville  
Victoria 3052 Australia



Your Privacy -  
Genetic Health  
Policy

## Your Privacy



Genetic Health  
Policy



## Protecting your privacy..

**Genetic Health Services** has strict policies protecting the privacy of your personal and health information. Your information is securely stored in a Genetic File which is separate from the hospital record and can only be accessed by the health professionals involved in your care.

Your genetic information may have relevance to family members. Relatives have the right to seek information about a condition that might affect them. To protect privacy and confidentiality, your permission will be sought before information is released.

Genetic Health Services works within the principals of the Victorian Charter of Human Rights and Responsibilities to protect your rights.



## What information is collected..

It is necessary for us to collect information about you and your background, including a multi generation family history. We also need to record your name and address, the name of your local doctor and other physicians or health professionals involved in your care.

Your personal health information will be recorded as accurately as possible and will remain secure. Please contact us when details such as your address or local doctor change.



Supporting people to make informed decisions about their healthcare



## How your information is used and disclosed..

**Genetic Health** will provide a written summary of the consultation after your appointment. We provide this information to you, your local doctor and referring doctor, and any other health professionals or individuals you nominate. This is normally sent via post, fax or electronic transfer. You can also nominate who should not receive a copy of the letter.

Your local or referring doctor may contact us for additional information to be provided. If information is requested by an individual not nominated by you, we will seek your consent.

Your genetic file might occasionally be accessed by the Genetic Health staff for an audit, a quality assurance exercise or where specifics of your condition can help us to plan health care for others affected by the same disorder. Information may also be forwarded to the Department of Health but would not identify you.

Any research performed by our staff is done in accordance with the National Health and Medical Research Council's policies and other relevant guidelines, ensuring strict adherence to confidentiality and the privacy legislation.

**Genetic Health** may be required by law to release health information when a genetic file is subpoenaed in Court. You will be notified if this occurs.