

Frequently asked questions

Your Privacy

Orbost Regional Health is required by law to protect your privacy. We will keep your personal information secure and disclose information about you only when required by law.

How is my information kept?

Orbost Regional Health holds records in a variety of formats and systems, including electronic and paper records. They are kept for as long as the timeframes required under the General Retention and Disposal Authority for Records, Public Records Act 1973 Vic PROS 11/06

Common Timelines for Record Retention

Type of Record	Retention Period
Acute Medical Record	15 Years if patient has reached age 30
Deceased Acute Medical Record	12 Years
Urgent Care Attendance Record	12 Years if patient has reached age 30
Community Services	12 Years if patient has reached age 30
Dental Services	12 Years if patient has reached age 30
Register of Births	Retain as State Archives

What can I access?

You can refer to the Freedom of Information Act Guidelines on the internet to find out about what types of records you can access.

Access may be in the form of requesting access to copies of patient records or inspecting the patient record (in the presence of the Director of Medical Services or delegate.)

How do I access the information?

Applications must be made in writing to the Freedom of Information Officer on an Orbost Regional Health application form.

Your reason to request to either view the record or obtain a copy must be clear.

Records will only be provided to a person other than the patient, if written authority from the patient is given, or if you can provide evidence you have been named Power of Attorney, have been appointed Legal Guardian, or are the direct Next of Kin (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.

Where can I get an Application Form or More Information?

Forms are available from Main Reception

Phone: (03) 5154 6666

Fax: (03) 5154 2366

Email: FOI@orh.com.au

Forms can also be downloaded from our website: www.orbostregionalhealth.com.au

Office of Victorian Information Commissioner

Website: www.ovic.vic.gov.au

How long will it take?

Orbost Regional Health will respond promptly to requests and under the legislation has a maximum of 30 days from receipt of your application to inform you of the outcome of your request.

Note: This time frame only applies if your request is sufficiently clear for the FOI officer to process.

At this time, you will also receive a letter and invoice for any applicable charges. These charges must be paid in full before the request is accepted.

Costs & Requirements for Application

Under the Freedom of Information Act 1982, the person making an application must pay certain costs, which are subject to change.

These costs are:

- Application Fee (non-refundable) \$30.10
- Search fee (if applicable) \$21.30 per hour or part thereof
- Supervision charges \$5.00 per quarter hour or part thereof
- Post charges = \$10.00 if requesting information to be sent via registered post
- Concession = If you are the holder of a current health care card / pension card, the application fee will be waived. In this circumstance, please send a copy of the entitlement card for the reduced fee.
- Photocopying Charges 20 cents per page

Applications must be sent with proof of your identity (e.g. a copy of your driver's license or passport.)

What is Freedom of Information?

The Freedom of Information (FOI) Act 1982 gives you the right to request access to documents held by Orbost Regional Health.

In certain instances we have the right to refuse your request, but if this happens we will tell you why.

What information is in my health record?

Your health record includes information collected during your inpatient and outpatient attendances.

With your consent it can be shared with other health professionals at, or working with, Orbost Regional Health to enable appropriate treatment and care.

The information collected includes that of hospital admissions and attendances, aged care services, community services, dental treatment & doctor attendances.

For further information; visit the Office of Victorian Information Commissioner website: www.ovic.vic.gov.au



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Telephone: (03) 5154 6666
Fax: (03) 5154 2366
www.orbostregionalhealth.com.au

FURTHER INFORMATION:

For more advice or information regarding Freedom of Information please contact;

Freedom of Information Officer
Orbost Regional Health

Ph: (03) 5154 6666

Email: FOI@orh.com.au

Website: www.ovic.vic.gov.au

Disclaimer

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Freedom of Information

Accessing Your Personal Information

