

**Can you refuse to disclose your information?**

You have the right to refuse to provide your information. However, if you choose not to tell staff relevant personal or health information it may affect you receiving appropriate care and treatment in the future.

**Storage and availability of information**

Your information is kept in a central paper dental record, stored securely at DHSV locations. Some information is also stored on our computer systems which may be used by healthcare professionals at DHSV involved in your care.

In an emergency, we will release personal health information about you to help in your care. In all other circumstances, your written consent will be sought before information is released.

**How can you get further information about privacy issues?**

If you have any concerns about the way DHSV has dealt with your privacy please contact the DHSV Privacy Officer in the first instance on 03 9341 1000 to discuss your concerns.

If you are still unhappy or wish to receive more information about privacy laws to protect your personal and health information you may call the Office of the Health Services Commissioner on 03 8601 5200 or 1800 136 066 (free call for rural callers) or access this information from the office's website: [www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc).

## How can you learn more about the services provided by DHSV?

Visit [www.dhsv.org.au](http://www.dhsv.org.au)

Contact the Community Dental Information Line on 1300 360 054

**DHSV Corporate Office**

GPO Box 1273L, Melbourne, 3001  
The Royal Dental Hospital of Melbourne  
720 Swanston Street, Carlton, 3053

**Oral Health for Better Health**

# Protecting your privacy



Dental Health Services Victoria is the state's leading public oral health agency, promoting oral health, purchasing services and providing care to Victorians.

## Protecting your privacy

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Dental Health Services Victoria (DHSV) was established in 1996 as the state's leading public oral health agency. DHSV is accountable through its Board of Directors to the Victorian Minister for Health.

This brochure has been produced to help you understand your rights and why information is collected about you and/or your child.

## What information is collected about you?

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To provide you with the best possible care and treatment, it is necessary for DHSV to collect relevant personal and health information.

DHSV collects information such as your name, address and contact details, as well as information about your oral health condition and the treatment you have received. Information about your general health is also collected as this may impact on the treatment you receive.

Health information refers to information or an opinion about:

- an individual's physical, mental or psychological health (at any time)
- an individual's disability (at any time)
- an individual's expressed wishes about the future provision of health services
- other personal information collected to provide a health service.

## Why is health and personal information collected?

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Health and personal information is collected and stored in a dental record for planning and providing your dental care. This information is compiled by healthcare professionals at DHSV.

Your dental record contains information including your name, address, telephone number and other information such as why you are seeking care and the treatment advice provided.

Every time you or your child visits DHSV for dental care, new information is added to your dental record. We keep this information, together with details of the care provided, in case you or your child return for more treatment.

At times, your dental record is the means of communication for the many healthcare professionals at DHSV who contribute to your care. It is necessary for us to collect and keep this information to make sure that each healthcare professional involved in your care has access to all the facts. Previous history of care can help us quickly identify treatment that has been provided and allows us to work together for your benefit.

## Who may this information be disclosed to?

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During or after care with DHSV, it may be necessary for you to receive care from other health professionals. So that we can all work together, we may need to share the information we have collected.

We will only pass on personal information about you to people who are directly involved in your ongoing care.

We will seek your permission before we disclose any personal information about you.

## Who may use this information?

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### Teaching

Some information is used to help educate and train staff, and to assist with monitoring and planning for the future of dental services. Wherever possible, any information that identifies you will be removed before it is used.

### Research and audit

Information is only made available for research projects that have been approved by our Ethics in Research Committee. If research involves you personally, you will be contacted for your consent. Information may also be needed to help staff review the care provided to ensure it is always of the highest quality. Wherever possible, information that identifies you will be removed.

Certain information relating to your hospital visit may be forwarded to the Department of Human Services (DHS) for auditing purposes. This information is summarised and does not identify you. The information is used for funding, planning and improving health care quality.

### Legal obligations

In some circumstances, DHSV is obligated by law to release personal or health information, such as in the case of legal action.