

OTHER SERVICES PROVIDED BY THE BNC

- District Nursing
- Home and Community Care
- Respite
- Palliative Care
- 24 hour per day Emergency Dept.
- Planned Activity Group Services.
- Case Management
- Health Promotion.
- Gymnasium.
- Stop Smoking programs
- Exercise classes
- Community Development
- Meals on Wheels
- Out Patients
- Equipment Hire.
- Health Assessment
- Health Education
- Physiotherapy
- Child and Maternal Health
- Occupational Therapy (by apt)
- Podiatry
- General Practice
- Practice nursing services
- General Practice
- Nurse Practitioner
- Counsellor
- Hypnotherapist
- Clinical Social Worker



WALWA BUSH NURSING CENTRE  
WALWA MEDICAL CLINIC  
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WALWA BUSH NURSING CENTRE

**PRIVACY**



**02 6037 1220**

# YOUR INFORMATION: IT'S PRIVATE, WHAT HAPPENS TO THE INFORMATION ABOUT YOU WHILST YOU ARE A CLIENT OF OUR SERVICE?

## WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We keep your name and contact details on your record. Other details such as your care plan or information about your health are recorded each time you visit.

## WHY DO WE COLLECT YOUR INFORMATION?

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way. We also use the information to better manage and plan this service.

## WHO ELSE SEES YOUR INFORMATION?

Your information can only be seen by the professionals in this service involved in your care. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

## WHAT SAY DO YOU HAVE IN WHAT HAPPENS TO YOUR INFORMATION?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you.

If you decide not to share some of your information or restrict access to your records this is

your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

From time to time we will ask you to re-consent to have information shared. We will clearly state who we are requesting to share information with, in most instances it will only be between the GP and nursing staff, or HACC workers and nursing staff. You can refuse to have this information shared, or you can withdraw your consent at any time once you have consented.

If you present to the Emergency department, it is on the understanding that information gained by the nursing staff will be discussed with the doctor or nurse practitioner in order to formulate a treatment plan. You may not be asked to officially consent to this. There are however signs in the department informing you that this will occur. You are able to refuse consent for this information to be shared, however this will negate our ability to provide care for you, and you may not receive treatment as a result.

## HOW WILL YOUR INFORMATION BE PROTECTED?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Our electronic files are securely firewalled, staff have tiered access to information and can only access information that is integral to their role. All paper files are kept securely and we continually review our processes to ensure privacy is maintained. However, if you experience an issue where you believe your privacy was jeopardized, please inform us so we can ensure it does not happen again.

You can inform our complaints officer, Sandi Grieve either in writing or verbally, or if you feel it is more appropriate, you can contact the Health Complaints Commissioner (Victoria):  
Ph: 1300 582 113.

For further privacy information go to websites;  
<https://www.legislation.gov.au/Home>  
[www.legislation.gov.au/Details/C2014C00076](http://www.legislation.gov.au/Details/C2014C00076)

## CAN YOU ACCESS YOUR INFORMATION?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

**The Walwa Bush Nursing Centre can provide access to a phone interpreter service should you need it.**