

South West Health

Australian Government “My Health Record”

My Health Record is a safe and secure place to keep your health information. You and your healthcare providers can access it at any time, including in an emergency.

You may be able to see your discharge summary, pathology reports and x-ray reports online if you've:

- had a recent hospital stay
- set up your My Health Record

Sign in to your myGov account to manage your My Health Record. For more information about “My Health Record” please call the national helpline on 1800 723 471 or visit the Website here: <https://myhealthrecord.gov.au/internet/mhr/publishing's/content/home>



Contact Details

Questions about accessing your health information:

Correspondence and Information Officer

Email:
SWHHS_RTI_Privacy@health.qld.gov.au

Phone: (07) 4620 2292

To provide a compliment or a complaint:

Consumer Feedback and Experience Officer

Email: swhhs-consumer_feedback@health.qld.gov.au

Phone: 0436 857 092

Further Information:

South West Hospital & Health
Service

Website:
www.southwest.health.qld.gov.au

Office of the Information
Commissioner:

Website: <https://www.oic.qld.gov.au>

Right to Information and Information
Privacy:

Website: <http://www.rti.qld.gov.au/>

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Accessing Your Health Information

What you need to know about your privacy, confidentiality & accessing your Health Record

DELIVERING
FOR QUEENSLAND



South West Health

Privacy & Confidentiality

South West Health is obliged under the Information Privacy Act 2009 (QLD), the Queensland Privacy Principles (QPPs), the Hospital and Health Boards Act 2011 (QLD) and the Queensland Government Code of Conduct to ensure the privacy and confidentiality of personal information collected by the service is secure. We are committed to complying with these strict privacy and confidentiality obligations regarding your information.

What are health records?

Your health records may be in an electronic system, in a paper file or a mix of both and may include:

- test results, x-rays and scans
- medical conditions and treatments
- reports & letters from doctors or specialists
- medical, nursing and allied health notes

We update your details each time you visit a hospital or health facility.

Your records are private and confidential.

How to access your health records

Your health records belong to the hospital or health centre that has them, but you can look at them or apply for a copy.

Will I be charged a fee for a copy of my medical records?

- There's no charge to access your own records.
- Right to Information Application fees must be paid upon application for it to become valid.

Do I have to send ID?

If you are applying for any documents that will have your personal information in them, you must give the agency evidence of your identity. This could be:

- A certified copy of your passport, birth certificate, driver licence, photo identification card, watercraft licence or recreational marine driver's licence.
- Copies must be certified by a Justice of the Peace, lawyer, Commissioner for Declarations, pharmacist or Notary Public as a true and correct copy.

Can someone make an application for me?

Yes, this might be a friend, social worker, or your lawyer. You will still be the applicant, but the other person will deal with the agency for you. If any of the documents have your personal information in them, the person making the application for you will need to give the agency evidence of your authority to make the application. The agency will still need evidence of your identity.

Sharing records with your GP

After you've been in hospital, your GP may want to see your hospital records, scans, test results and other records. They use these for your ongoing care and treatment.

GPs can register to have online access to medical records and patient information from Queensland Health systems.

These may include:

- pathology and radiology results
- medicines
- allergies and alerts
- care plans and discharge summaries

I feel that my privacy or confidentiality has been breached. What do I do?

South West Health is committed to ensuring that your privacy and confidentiality is maintained. The information collected and stored as part of your medical record is generally only accessed by the staff members involved in your care unless it is required to be accessed under legislation. However, if you feel that your privacy or confidentiality has been breached, please contact the Correspondence and Information Officer to discuss your concerns.



NSQHS Standard: Partnering with Consumers
We worked with our South West Health consumers to create this document for our communities.

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