



Protecting your privacy

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

What information does DHSV collect?

Dental Health Services Victoria (DHSV) collects information like your name, address and contact details if you visit one of our health services. We also collect information about your health condition and the treatment you were given. New information is added to your dental record every time you attend or have contact with DHSV.

How is your information protected?

DHSV and its staff complies with privacy laws, policies and protocols relating to the collection, use, disclosure and storage of patient information. Only authorised personnel have access to your information.

Who might we disclose your information to?

We may disclose your information to others outside DHSV including your own doctor and other healthcare and community support providers. This will be done if it is necessary for your treatment (e.g. we may send a letter to your GP). We will also disclose your information to any person or organisation authorised by you.

DHSV may also be obliged to release your information:

- where required by law (e.g. by Act of Parliament or in the case of legal action)
- where required by government authorities and departments (e.g. registration of births, deaths, diseases and treatments)

How can you gain access to your information?

The Freedom of Information Act (FOI) gives you the right to access your dental record. Requests for access must be made in writing to the Privacy Officer. A fee is charged for this service. Please contact the Privacy Officer at The Royal Dental Hospital of Melbourne if you have further queries.

Privacy Officer
The Royal Dental Hospital of Melbourne
720 Swanston Street Carlton VIC 3053
P: (03) 9341 1006 | F: (03) 9341 1111

The FOI access form is available here:
<http://www.dhsv.org.au/patient-information/your-personal-information/>

How long do we keep information about you?

Dental records are usually destroyed 15 years after your last visit. Records belonging to minors will not be destroyed until the child has attained 30 years of age.

Why do we collect your information and what do we use it for?

Patient Care

We collect and maintain personal and medical information to provide you with the best possible care and treatment. Your dental record enables all professionals involved in your care to have a complete picture of your medical history.

Other uses

We may use your information for internal teaching and research purposes and to evaluate, plan and improve the services that DHSV provides. Where possible, information without your personal details is used for these purposes.

Certain information may be forwarded to the Victorian Department of Health. This information is used to help allocate funding, plan services and improve the quality of care provided.

Can you refuse to disclose your information?

You have the right to refuse disclosure of your information however, refusing permission to disclose your information may inhibit you from receiving appropriate care and treatment in the future. If you have any questions about refusing consent, please ask the clinician at the time of your appointment.

Who might contact you after your treatment?

A member of the DHSV team might contact you for follow up or service evaluation. DHSV may also invite you to participate in research projects as they arise.

What if you are unable to give consent?

If you are unable to give permission for your information to be released, permission may be sought from a representative authorised by you. People who are permitted to act as an 'authorised representative' for a patient are specified by law. Your authorised representative may exercise the same rights as you in relation to withholding consent to the use or disclosure of, or making a request for access to, your information.

