

Confidentiality flyer (for carers)

Understanding confidentiality

Confidentiality refers to a person's right to prevent personal information from being disclosed to others without their express informed consent.

What is personal information?

Personal information is information or an opinion that could identify a person. Examples of personal information collected by healthcare professionals include a person's name, address, contact details. All personal information collected during the provision of health services is considered health information under the Privacy Act 1988.

Health Information is defined in schedule 5 of the Information Privacy Act 2009 (QLD) as:

- a) Personal information about the individual that includes any of the following -
 - I. The individual's health at any time;
 - II. A disability of the individual at any time;
 - III. The individual's expressed wishes about the future provision of health services to the individual
 - IV. A health service that has been provided, or that is to be provided, to the individual; or
- b) Personal information about the individual collected for the purpose of providing, or in providing, a health service; or
- c) Personal information about the individual collected in connection with the donation, or intended donation, by the individual of any of the individual's body parts, organs or body substances.

No consent, what can you tell me?

General information can be shared even without consent from the person. It refers to non-personal, factual information that builds on the carer's existing knowledge. It is still important to record the information that was discussed, with whom and when.