

Patient Privacy Statement

MOOKAI ROSIE BI-BAYAN

You have the right for information about you to be kept private and confidential.

Information about you

- We keep information about you in our records.
- Your records at Mookai are confidential and are protected in accordance with legislation.
- Your information is only available to authorised staff who must maintain security of your personal health information at all times.
- Mookai performs checks to ensure that only authorised staff have access to your information.
- By law, Mookai has to keep and protect your information even if you do not continue to access our services. We destroy your information after 7 years.

How we use your information

We use your information to:

- Decide if you are eligible to access Mookai services
- Help staff to understand your needs to provide you the highest quality of care
- Provide information to our funding bodies however, this information cannot identify you
- Talk to other services about how they are, or can help you; and
- Plan your return home, ensuring you are linked into other services that can help you with any medical or social and emotional wellbeing support you need or ask for.

You can choose not to share personal/private information about your health with us. This may result in you not being able to stay at Mookai, however we will yarn with you further about this.

If there is a service or staff member you don't want us to share your information with you can tell us.

Sharing your information

Sometimes we may need to share your information with other people or services. This may happen when:

- You provide us your permission
- We need to refer you to another service for support that Mookai cannot provide
- We need to recover payment for your stay at Mookai
- We need to make a Medicare bulk billing claim; and/or
- You do not provide us your permission but when we are required by law. This can happen:
 - If there is a serious threat to the life, health or safety of you or another person
 - If you are committing a crime
 - If you are missing

How you can access your information

The Privacy Act gives you the right to access your information. If you would like to access your information, or have questions, a staff member can help you. We can also give you a copy of our Privacy Policy.

