



Health
Northern NSW
Local Health District



Orion Shared Care Tool

Privacy and Information Leaflet for Patients/Clients

This leaflet tells you about the Northern NSW Integrated Care Shared Care Tool (called “Orion”) and how we use your health information.

How can I benefit from Shared Care?

You have the best chance of staying healthy if your health care services are all working together. We want to help these services connect with each other, and stay in touch to keep you healthy. The Shared Care Tool helps these services do that.

What is the Shared Care Tool?

- The Orion Shared Care Tool is an online system that helps us share the plan for your health.
- It makes it easy to share what we are doing and how you are improving.
- All the care team has the same information.
- You can opt out anytime.

Why is my GP enrolling me?

At the moment, it's hard for:

- GP to share your care plan, and for others to contribute and update your care plan, and
- Your care team to communicate securely with each other.

The Orion Shared Care Tool fixes these issues.

- Sharing the plan ensures everyone knows exactly how to best care for you and make sure you are getting the right services.
- It makes your care plan available to others in your care team and letting them update it.
- It lets your team communicate with each other to ensure you're getting the right care, in the right place and the right time.

How will it work?

Your GP will work with you to develop a care plan for your health needs and goals. This includes steps you can take to prevent illness, ways to catch health issues early, and ongoing health care for the conditions you already have.

You will be involved in decisions about your health and what is important to you.

The care plan may also include:

- any legal documents you might have (like an Advanced Care Plan) and who has a copy of that document,
- a list of services you are currently receiving,
- any assessments of your health,
- your prescribed medications, allergies and conditions,
- family members the care team can contact.

By sharing this information with your care team, we can ensure you get the best care possible, avoid doubling up on services, and asking you again for information that you have already provided to someone else.

Your Feedback

To make sure your care plan and care team are working for you, you may be asked to give us input and updates.

This might mean completing simple surveys about how things are going for you. Participation in these surveys is voluntary. If you do not complete a survey it will not affect your care.

How will we collect your information?

We collect information from you wherever possible and only when needed. In an emergency, we may also need to collect information from a family member, friend or carer. The information in your care plan comes from your GP's computer, from your GP, from your care team and from you.

Where do we keep your information?

The information in your care plan is stored electronically in a secure computer database in Australia. We follow strict rules about the secure storage of information in all formats in order to protect your information.

We have rules and systems in place to ensure your information is kept in Australia. As a rule we do not need to, nor do we, transmit or store your information outside Australia. If we need to transmit your information outside Australia, we will ask you first.

Is my information private & safe?

As with all health information in NSW, the information in the Shared Care Tool is used and shared in accordance with the Health Records Information Privacy Act and other relevant laws.

Your health information may be used and shared by your health care team to get the right health care and treatment for you. For example, your information may be used or shared:

- with your GP, carer and other health services, hospitals or medical specialists

involved in your care and treatment.

- to contact you at home about follow-up appointments.
- with the Ambulance Service of NSW.
- to process tests like pathology and x-rays.
- to contact you for feedback on the services you have received.

We are also required by law to share your health information in these special cases:

- When Australian government agencies need data on cancer and diseases, births and deaths, and to provide Medicare details.
- With researchers who are working on projects that will benefit people's health.
- If you tell us about a serious crime, including assault, domestic violence or child abuse.
- If your information is required as evidence in court.
- When Pastoral care workers are involved in your care.
- When we are training students and other staff.
- In an emergency.
- To investigate and report a complaint.
- To manage a legal action or claim brought by you against one of your health service providers.

Please tell us if you do not want us to collect, use or share any information about you. We will talk to you about any impact this may have on your health care.

If you would like more information, our Privacy page contains more information how we comply with all relevant legislation, what information we store, and how we protect it.

How can I access and correct my health information?

You are allowed to ask for access to your health information. The best way to do this is to write a letter to your health care team. The letter should include:

- your name and your contact details
- the health information you want to see
- a copy of your driver's licence or other ID.

You can also submit an access request online from our Orion website.

You may have to pay to get copies of this information. We will try to answer your request as soon as possible or in most cases no later than 28 days. In special cases, we might not be allowed to give you a copy of your health information, for example, if this would put you or another person at risk of harm. If you think the information we hold about you is wrong or we have made a mistake, please let us know and we will correct it.

Privacy Contacts

If you have any questions or a complaint about the privacy of your personal health information, please contact your GP or the Local Health District team directly.

The Privacy Contact Officer

Phone: (02) 6620 7491

or 1800 108 078

Shared Care Tool website: integratedcare.nswlhd.health.nsw.gov.au/orion