

MY HEALTH RECORD (MHR)

MHR is an electronic summary of your key health information that can be shared securely online between you and registered healthcare providers involved in your care to support improved decision making and continuity of care.

You can view your health information securely online, from anywhere, at any time. You can cancel your MHR at any time or re-engage if you have opted out.

Only healthcare provider organisations involved in your care, who are registered with the MHR System Operator, are allowed by law to access your MHR. Every time a healthcare provider accesses your MHR, a log is automatically created.

St Vincent's Health Melbourne will upload our discharge summary

to MHR. If you do not want your discharge summary uploaded you can notify the patient services clerk during your stay & provided your discharge summary has not yet been dispatched, we will update your preference. If you are not a current inpatient you can go to the Government website **www.myhealthrecord.gov.au** or call the MHR hotline on **1800 723 471** for assistance with your privacy settings.

If you have any questions regarding information contained in your discharge summary, contact your GP to discuss as they will have received a copy.

Further information can be found on the My Health Record website: **www.myhealthrecord.gov.au**

CONTACT DETAILS

St Vincent's Hospital Melbourne
Patient Liaison Officer
PO Box 2900, Fitzroy VIC 3065

Tel: (03) 9231 1954
Monday to Friday
between 8am and 4pm



St Vincent's Hospital
PO Box 2900 Fitzroy
VIC 3065 Australia
(03) 9231 2211
www.svhm.org.au

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Inspired by
You

Your feedback

YOUR FEEDBACK

If you have any feedback about your stay or are unhappy with your care or treatment, let us know. Consumers, patients and visitors see first-hand what works well and what does not. Your feedback will help us improve our service.

If you are giving a compliment, we will ensure it reaches the person or area you are referring to. If you have a complaint, we will take this seriously and investigate your concerns.

There are a number of ways you can provide feedback to us:

IN PERSON

- If you are still in hospital, speak to staff straight away. The Nurse Unit Manager, doctor or other senior staff can often address your concerns quickly.
- Ask a staff member to contact the Patient Liaison Officer (PLO) who will contact you during your stay.

WRITE TO US

- Email the PLO at **PLO@svha.org.au**.
- Write us a letter. A letter can be posted to the Patient Liaison Officer, PO Box 2900, Fitzroy VIC 3065.

BY PHONE

- Phone our PLO on **(3) 9231 1954** Monday to Friday between 8am and 4pm.

ONLINE

- You may also leave feedback on our website at **www.svhm.org.au**



ROLE OF THE PLO

We employ Patient Liaison Officers to ensure your issues or concerns are handled appropriately.

Their role is to:

- work with patients, residents, families and staff as required
- assist in addressing any concerns you may have
- ensure that your complaint is thoroughly investigated
- assist in obtaining clear information regarding your/the patient's/resident's medical condition, treatment and care plan
- advise health service management about improvements that could be made as a result of your concerns.

Complaints are usually able to be resolved at St Vincent's. However if you are not satisfied with our response or you wish to take your concerns further, please contact the relevant external body for assistance.

Health Complaints Commissioner (HCC) on 1300 582 113 or via their website at www.health.vic.gov.au/hcc

Mental Health Complaints Commissioner on 1800 246 054 or at www.mhcc.vic.au

The Aged Care Complaints Commissioner on 1800 550 552 or at <https://www.agedcarequality.gov.au/making-complaint>

NDIS Feedback and Complaints on 1800 800 110 or at <https://www.ndis.gov.au/contact>