

Canberra Script Patient Privacy Statement

Your privacy

Canberra Script is the Australian Capital Territory (ACT) version of the National Real Time Prescription Monitoring (RTPM) system. The National RTPM system is being implemented across all jurisdictions to monitor the prescribing and dispensing of monitored medicines. Canberra Script is a monitored medicines database which records real-time information about the prescription and supply of monitored medicines. Monitored medicines include all controlled medicines or a medicine declared by the Minister for Health to be a monitored medicine.

The purpose of Canberra Script is to reduce harm and preventable deaths in the ACT community by supporting the safe and effective use of monitored medicines.

In the ACT, Canberra Script is operated by the Chief Health Officer (as represented by the ACT Health Directorate) (referred to hereafter as “the Directorate”).

The Directorate takes the protection of personal health information (as defined in the *Health Records (Privacy and Access) Act 1997*) seriously. This Privacy Statement contains information about what data is collected for inclusion in Canberra Script, who can access it, how your privacy is protected, how you can request that information about you is corrected, and how to make a privacy complaint.

What information is collected in Canberra Script?

When a prescriber issues a prescription or a pharmacist dispenses a ‘monitored medicine’ to you, specific information is recorded in Canberra Script. The collection of this information is authorised by Chapter 6A of the *Medicines, Poisons and Therapeutic Goods Act 2008*.

The information displayed in Canberra Script includes your:

- demographic details such as name, address, date of birth;
- monitored medicine prescribing and dispensing history; and
- any ACT Chief Health Officer approvals to prescribe a controlled medicine that are in place for you.

Who has access to your records held in Canberra Script?

A prescriber or pharmacist is permitted to view your record in Canberra Script in the following circumstances:

- when prescribing or supplying a monitored medicine to you;
- when reviewing your monitored medicine history as part of a consultation (e.g. when a doctor takes your history or a pharmacist conducts a medication review for you); or
- when discussing your monitored medicine history with you, or with other registered health practitioners who are involved in your care.

Authorised ACT Health Directorate officers also access Canberra Script as part of their regulatory role in ensuring the safe supply of medicines in the community.

Less frequently, information held in Canberra Script may be disclosed by the Directorate in circumstances permitted by the *Health Records (Privacy and Access) Act 1997*, such as when required by court order.

How your privacy is protected

Your personal health information is protected by law. The *Health Records (Privacy and Access) Act 1997* requires that:

- your personal health information is only collected, accessed, used and disclosed for authorised purposes;
- your personal health information is stored securely; and
- you are provided with clear information about what personal health information is held about you and how you might go about getting access to it or requesting that it be corrected where necessary.

Any Canberra Script user (such as a prescriber or a pharmacist) accessing personal health information must comply with both the *Medicines, Poisons and Therapeutic Goods Act 2008* and the *Health Records (Privacy and Access) Act 1997*. Prescribers or pharmacists may also be required comply with the *Privacy Act 1988* (Cth), or with other State/Territory privacy legislation if they are located outside the ACT.

Canberra Script records information about who accesses the system, when they access the system and which record(s) they view. This information will be monitored by the Directorate to ensure that Canberra Script is being used appropriately. If inappropriate use by a health practitioner is detected, penalties may apply under ACT law and the matter may also be referred to the Australian Health Practitioner Regulation Agency (AHPRA) for investigation and possible disciplinary action.

How your records are kept secure

Canberra Script uses contemporary security measures to safeguard your information. Strong data encryption mechanisms are used to protect your personal health information during data transmission from medical practice systems and pharmacy dispensing systems to Canberra Script and when your data is stored. The Canberra Script data is kept in a dedicated hosting environment in Australia.

Advanced access control mechanisms are in place to prevent unauthorised access. Health practitioners eligible to access Canberra Script will be required to use multi-factor authentication to access the system. The security of the system is routinely tested and reviewed to ensure data stored in Canberra Script remains protected.

How can you access information held in Canberra Script?

You are entitled to request access to your personal health information held in Canberra Script as per the Health Records (Privacy and Access) Act 1997. You can request information regarding your Canberra Script record from your health practitioner. Your health practitioner can discuss this information with you as required.

To make a request, email canberrascript@act.gov.au.

How can you correct a record in Canberra Script?

The Canberra Script database contains a copy of prescribing and dispensing information held in your prescriber's or pharmacist's clinical system. Canberra Script does not alter this information.

In many cases an error or omission is likely to be due to an error by your prescriber or pharmacist. You can make a request directly to your prescriber or pharmacist to review their records. When they make a change in their clinical system, the information will be automatically updated in Canberra Script.

If you believe there is an error in a record that cannot be updated by your prescriber or pharmacist, you can request an amendment by emailing canberrascript@act.gov.au.

How to make a privacy complaint

You can make a complaint to the Directorate about how your personal health information has been handled in Canberra Script. The complaint must be made in writing by emailing canberrascript@act.gov.au.

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Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: www.health.act.gov.au/accessibility

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