

# SafeScript: How your privacy and data are protected

## Information for patients

### Who has access to my records?

Doctors, nurse practitioners and pharmacists who are involved in your care may view your prescription history in SafeScript to ensure the supply of prescription medicines is safe for you.

Authorised Department of Health and Human Services staff will also access SafeScript as part of their regulatory role in ensuring the safe supply of medicines in the community.

### How is my privacy protected under law?

There are offences and strict penalties under the *Drugs, Poisons and Controlled Substances Act 1981* for improper or unauthorised use of SafeScript.

A log will be created each time your record is viewed in SafeScript and this will be monitored by the Department of Health and Human Services. If inappropriate use is detected, health professionals may face penalties under Victorian law and the matter may be referred to the Medical or Pharmacy Board for investigation and possible disciplinary action.

Health professionals must always adhere to privacy requirements set out in the *Health Records Act 2001* and *Privacy Act 1988* when handling your health information. The Health Privacy Principles and Australian Privacy Principles specify the circumstances where health professionals can access, collect, use or disclose your health information.

If you have a concern about the way a health professional has handled your information, you may contact the [Health Complaints Commissioner](https://hcc.vic.gov.au/make-complaint) <<https://hcc.vic.gov.au/make-complaint>> or on 1300 582 113

### Will my health professional need my permission to access my records?

Doctors, nurse practitioners and pharmacists who are involved in your care are authorised under law to access your record in SafeScript, without your express

permission, for the purposes of ensuring your safety when prescribing or dispensing high-risk prescription medicines.

### Who owns the data in SafeScript?

Data contained in SafeScript will be owned by the Victorian Government. The Victorian Government will be responsible for ensuring your data stored in SafeScript is kept securely and your privacy is protected.

SafeScript obtains its data from the Prescription Exchange Services, which are required by law to provide SafeScript with prescription records they collect from medical clinics and pharmacies.

The Prescription Exchange Services are an existing part of national digital health infrastructure used to support the communication of electronic prescriptions between your doctor and pharmacist. The Prescription Exchange Services must also comply with the privacy requirements for handling health information set out in the *Health Records Act 2001* and *Privacy Act 1988*.

### How does SafeScript keep my records secure?

SafeScript is aligned with the national data security standards for government ICT systems set out by the Commonwealth Department of Defence to ensure your information is protected.

Data transmitted between medical practice systems, pharmacy systems and the SafeScript database is encrypted at all times and occurs through a secure, encrypted internet connection. Data stored in the SafeScript database is also encrypted at all times.

SafeScript also utilises contemporary security measures to safeguard your data against unauthorised access. Health professionals will be required to use multi-factor authentication (a username/password + PIN) in order to access the system.



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The security of the system is routinely tested and reviewed to ensure data stored in SafeScript remains protected.

### **Can I opt-out of the system?**

SafeScript is not an opt-out system.

Currently, when a prescription medicine is supplied, the law already requires pharmacists to record the details of the prescription. The law will now also require these records to be provided into SafeScript.

The collection of prescription records by SafeScript is necessary to provide doctors and pharmacists with access to a complete record of supply to ensure patients do not receive more medicines than is medically needed.

### **Can I request access to view my records when SafeScript is implemented?**

As SafeScript is used to support clinical decision-making, only health professionals have login access to SafeScript. Should you wish to seek access to view your records in SafeScript, you may submit a Freedom of Information (FOI) request to the department.

Further information on how to submit a FOI request is available at [Freedom of Information webpage](http://www.health.vic.gov.au/foi) <www.health.vic.gov.au/foi>.

### **Can I correct a record in SafeScript if I believe it is incorrect?**

Information in SafeScript is sourced from records created at medical clinics and pharmacies where you have had prescriptions issued or dispensed.

SafeScript does not alter records sourced from medical or pharmacy systems. If you believe there is an error in a particular record, you may request with the doctor or pharmacist involved in providing your prescription medicine to review the record. If the record is amended, the information will be automatically updated in SafeScript.

### **Further information**

For further information about how the department manages personal information, visit the [Privacy page of the Department of Health and Human Services website](http://www.health.vic.gov.au/privacy) <www.health.vic.gov.au/privacy>.

For further information about SafeScript, visit the [SafeScript webpage](http://www.health.vic.gov.au/safescript) <www.health.vic.gov.au/safescript>.