

Offender health record release of information guideline

1. Statement

This guideline outlines the processes and responsibilities for release of information from the Offender health primary health care record across Hospital and Health Service boundaries.

- Each HHS releases patient information according to local processes in accordance with the relevant governing legislation, and with respect to the Information access, use and disclosure standard.
- The Offender health record consists of a paper record that travels with the prisoner throughout their incarceration journey and is returned to West Moreton for storage in Central Archives upon release of the prisoner.
- Due to the movement of prisoners, the record is a state-wide clinical record that contains health information created by multiple HHS over the life of the record.
- The Health Service the prisoner is incarcerated in has governance of the health record and responsibility for access and disclosure of patient information. West Moreton Health has governance of the records on release of the prisoner and the record has been securely returned to West Moreton.

2. Scope

This guideline applies to all staff within Queensland Health. Staff refers to employees, students, interns, volunteers, contractors, consultants, Board Members and managed service providers working for Queensland Health. Queensland Health consists of:

- the Department of Health, and
- Hospital and Health Services.

Youth detention centres are out of scope for this standard.

This guideline only applies to the paper Offender health record and does not apply to any future implementation of a digital record.

3. Requirements

3.1. Principles

3.1.1. Whilst the Office of the Information Commissioner states that health records are released by the HHS where they are held, this situation is unmanageable where a single paper record contains information from multiple HHS.

3.1.2. By mutual agreement with the Health Information Management teams of each HHS that provide primary health care to prisoners in custody, requests for

Offender health information will be processed by the HHS responsible for providing health services where the prisoner is currently incarcerated, with West Moreton HHS processing applications for released prisoners.

- 3.1.3. Where care is provided to a prisoner outside of a prison as an Inpatient, Emergency department patient, Specialist Outpatient, Oral Health or Specialist Mental Health patient, documentation is recorded in the hospital clinical record and requests for information will be processed according to that HHS usual release of information procedures in accordance with the relevant governing legislation, and with respect to the Information access, use and disclosure standard.

3.2. Communication of Requests

- 3.2.1. Requests for Offender health primary health care information are to be directed to the Release of Information team or Information Access Unit where the prisoner is currently incarcerated and will be processed by that HHS. Prisoners who have died in custody will be treated as current prisoners of that facility for the purposes of immediate release of information requirements related to the death.
- 3.2.2. Where a prisoner has been released, the request is to be directed to the Release of Information Unit at West Moreton HHS for processing.
- 3.2.3. Where it is not possible to check a prisoner's incarceration status or location, the request may be received by West Moreton HHS in the first instance to be reviewed and sent to the HHS where the prisoner is currently incarcerated or will be processed by West Moreton HHS Release of Information Unit if the prisoner is not currently incarcerated.

3.3. Paper record movements

- 3.3.1. When a prisoner is released from custody, or dies in custody, outstanding paperwork is to be filed and all volumes of the paper record are to be tracked and sent from the Offender health centre to West Moreton Central Archives as soon as practicable, to facilitate the timely release of information requests. Where a prisoner has died in custody, a local copy of the should may be made and kept at the facility and the original returned to West Moreton Central archives.
- 3.3.2. Where a HHS is processing a request for information, it is the responsibility of that HHS to request all paper records as are needed to satisfy the requirements of the request from either West Moreton Central Archives, or the current chart location

3.4. Processing Requests

- 3.4.1. Requests are processed by the following facilities based on the prisoner's current location.
- 3.4.2. If there is any documentation of concern, or information that requires consultation, the processing HHS must consult the HHS the

documentation of concern originated in, as per the requirements of the *Right to Information Act 2009* s37 and *Information Privacy Act 2009* s56.

Patient Location	Release of Information Service Contact	
<i>Prisoner is discharged, chart is returned to Central Archives</i> Arthur Gorrie Correctional Centre Borallon Training and Correctional Centre Brisbane Correctional Centre Brisbane Women's Correctional Centre Helana Jones Centre Southern Queensland Correctional Centre Wolston Correctional Centre	Release of Information Prison Health Services Locked Bag 500 Archerfield, QLD 4108	prisonhs@health.qld.gov.au (07) 3497 3580 – Option 2
Capricornia Correctional Centre	Release of Information Unit Rockhampton Hospital Canning Street Rockhampton, QLD 4700	CQHHS.ROI@health.qld.gov.au (07) 4920 6208
Lotus Glen Correctional Centre	Office of the Chief Executive Cairns Hospital PO Box 902 Cairns, QLD, 4870	CHHHS-RTI-Privacy@health.qld.gov.au (07) 4226 8680
Maryborough Correctional Centre	Legal Services Unit Hervey Bay Hospital PO Box 592 Pialba, QLD 4655	WB-RTI-Privacy@health.qld.gov.au (07) 4184 1822
Numinbah Correctional Centre	Information Access Unit Gold Coast Hospital 1 Hospital Boulevard Southport, QLD 4215	GC-RTIP@health.qld.gov.au (07) 5687 3849
Palen Creek Correctional Centre	Information Access Unit Logan Hospital PO Box 6031 Yatala, QLD 4207	IAU.LBC@health.qld.gov.au (07) 3299 8979
Townsville Correctional Centre Townsville Women's Correctional Centre	Clinical Information Service Townsville Hospital PO Box 670 Townsville, QLD 4810	TSV-TTH-ROI@health.qld.gov.au (07) 4433 1341
Woodford Correctional Centre	Information Access Unit Caboolture Hospital Locked Mail Bag 3 Caboolture, QLD 4510	Cab-HIS-IAU@health.qld.gov.au (07) 5316 3943

3.5. HHS responsible for health service provision

Corrective Services Facility	Primary Health Service	Emergency Treatment	Specialist Outpatient	Inpatient services	Oral Health	Specialist Mental Health
Arthur Gorrie Correctional Centre	West Moreton	Metro South – Princess Alexandra	West Moreton	Metro South – Princess Alexandra	West Moreton	West Moreton
Borallon Training and Correctional Centre	West Moreton	Metro South – Princess Alexandra	West Moreton	Metro South – Princess Alexandra	West Moreton	West Moreton
Brisbane Correctional Centre	West Moreton	Metro South – Princess Alexandra	West Moreton	Metro South – Princess Alexandra	West Moreton	West Moreton
Brisbane Women’s Correctional Centre	West Moreton	Metro South – Princess Alexandra	West Moreton	Metro South – Princess Alexandra	West Moreton	West Moreton
Capricornia Correctional Centre	Central Queensland	Central Queensland	Central Queensland	Central Queensland	Central Queensland	Central Queensland
Helana Jones Correctional Centre	West Moreton	Metro North – RBWH	West Moreton	West Moreton	West Moreton	West Moreton
Lotus Glen Correctional Centre	Cairns and Hinterland	Cairns and Hinterland – Mareeba/ Cairns	Cairns and Hinterland	Cairns and Hinterland	Cairns and Hinterland	Cairns and Hinterland
Maryborough Correctional Centre	Wide Bay HHS	Wide Bay – Maryborough and Hervey Bay	Wide Bay	Wide Bay	Wide Bay	Wide Bay
Numinbah Correctional Centre	Gold Coast	Gold Coast – Robina Hospital	Gold Coast	Gold Coast	Gold Coast	West Moreton
Palen Creek Correctional Centre	Metro South	Metro South – Beaudesert	Metro South	Metro South – Princess Alexandra	Metro South	West Moreton
Princess Alexandra Hospital Secure Unit	Metro South	Metro South – Princess Alexandra	Metro South	Metro South – Princess Alexandra	Metro South	Metro South

Corrective Services Facility	Primary Health Service	Emergency Treatment	Specialist Outpatient	Inpatient services	Oral Health	Specialist Mental Health
Southern Queensland Correctional Centre	West Moreton	Metro South – Princess Alexandra	West Moreton	Metro South – Princess Alexandra	West Moreton	West Moreton
Townsville Men’s Correctional Centre	Townsville	Townsville	Townsville	Townsville	Townsville	Townsville
Townsville Women’s Correctional Centre	Townsville	Townsville	Townsville	Townsville	Townsville	Townsville
Wolston Correctional Centre	West Moreton	Metro South - Princess Alexandra	West Moreton	Metro South -Princess Alexandra	West Moreton	West Moreton
Woodford Correctional Centre	Metro North	Metro North - Caboolture	Metro North	Metro South -Princess Alexandra	West Moreton (released by Metro North by agreement with WMH)	West Moreton (released by Metro North by agreement with WMH)

4. Legislation

- *Anti-Discrimination Act 1991*
- *Crime and Corruption Act 2001*
- *Criminal Code Act 1899*
- *Financial Accountability Act 2009*
- *Financial Performance Management Standard 2019*
- *Hospital and Health Boards Act 2011*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Mental Health Act 2016*
- *Public Interest Disclosure Act 2010*
- *Public Records Act 2002*
- *Public Sector Ethics Act 1994*
- *Public Service Act 2008*
- *Right to Information Act 2009*
- *Telecommunications (Interception and Access) Act 1979 (Cth)*

5. Supporting documents

- Information access, use and disclosure standard – Queensland Health
- Memorandum of Understanding between the Chief Executive of Queensland Health and the State of Queensland acting through the Department of Justice and Attorney-General represented by Queensland Corrective Services – Confidential Information Disclosure
- Memorandum of Understanding between the Chief Executive of Queensland Health and the Queensland Police Service Confidential Information Disclosure
- Offender health release of information standard

6. Definitions

Term	Definition
Offender health services	Primary health care services within correctional centres. The term 'prison health services' and 'prisoner health services' are used synonymously between different HHS. The term Offender health services has been adopted to describe primary health services provided within Queensland prisons
Queensland Health	The entire Queensland state based public health system, comprising the Queensland Department of Health and the Hospital and Health Services
Prisoners	An adult person incarcerated in a Queensland Correctional Centre.

Version Control

Version	Date	Comments
V1.00	12/06/2023	<i>Final version for publication.</i>