

Patient consent to treatment and privacy

Patient information sheet

OFFICIAL

Consent required to use Chemist Care Now

Your pharmacist and the Victorian Department of Health (the department) are committed to protecting your privacy.

Your pharmacist will ask if you consent to the following five items prior to receiving treatment. You only have to consent to the first two items to receive treatment.

1. Consent to clinical treatment

Your pharmacist will ask if you consent to being treated as part of Chemist Care Now. If you do not consent to treatment your pharmacist cannot treat you and will advise you to see a doctor.

2. Consent to collection, use and disclosure of personal, sensitive and health information

If you consent, your pharmacist and the department will collect and handle your personal, sensitive and health information for the purposes of providing treatment.

Part of your treatment may involve a follow-up by SMS or email from the department to make sure your treatment was effective. Your phone number or email address will be collected by the department only for this purpose.

Otherwise, no clinical information will be provided to the department in a way that can identify you. Any identifying information is removed such as name and date of birth. Information collected by the department will be used to monitor and evaluate the services at a statewide level to ensure Chemist Care Now delivers high quality and safe services to the community.

For vaccination services, your pharmacist is also required to report any vaccines administered to the Australian Immunisation Register. If it is needed for clinical or safety purposes, such as responding to adverse effects of a vaccine, your information may be used to contact you to follow up in accordance with our usual procedures.

The pharmacist and department may share your information with other necessary companies, such as our software and payment provider and SMS/email provider.

If you do not provide your pharmacist with consent to collect, use and disclose your personal, sensitive and health information requested as part of your consultation, you will not be able to receive treatment and you will be advised to see a doctor.

Optional consents requested for treatment

3. Consent to upload to My Health Record

If you have a My Health Record, information regarding the dispensing of the medication will be uploaded to it, if this is a feature offered by your chemist. Should you not want your records uploaded to your My Health Record you should advise the pharmacist, and then no information from the consultation will be shared with My Health Record.

4. Consent to share information with your doctor

Your pharmacist will ask if you consent to a report or a letter being provided for your usual doctor at the end of the consultation. If you do not consent to this, no report or letter will be provided.

5. Consent for us to contact you for feedback

Your pharmacist will ask if you consent to your contact information being shared with the department, or a company contracted by the department, for the purposes of two short follow-up surveys about the service you received.

If you consent, your contact information will only be used to invite you via SMS, email or a phone call to participate in the surveys, will be stored securely and will not be shared or used for any other purpose. Your consent to this is your choice and will not influence your access to treatment or any other government services.

If you do not consent to sharing your contact information with the department for this purpose, you will not be invited to participate in the surveys. If you are invited and change your mind later, you do not have to participate in either of these surveys.

These surveys will help the department to improve the safety and quality of Chemist Care Now services. They will also help the department understand the value these services bring to Victorians.

For more information on the department's privacy collection, please refer to the department's privacy policy or visit our website <<https://www.health.vic.gov.au/department-of-health-privacy-policy>>.

You may access your information that you provide to the department. The department can be contacted on admincommunitypharmacypilot@health.vic.gov.au or you may contact the department's Privacy Unit by emailing privacy@health.vic.gov.au or by telephone on 1300 024 759.

To receive this document in another format, email cpp@health.vic.gov.au.

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