

ISG Information Sharing Guidelines

Safety Learning System Topic Guide

Introduction

The aim of this Topic Guide is to provide guidance for clinical staff about the accurate reporting of Information Sharing Guideline (ISG) patient incidents into the Safety Learning System (SLS). Please refer to [SA Health How to notify a patient incident SLS Guide](#) for more information.

All consumers have the right to privacy. Health services have a responsibility for appropriate use of personal information for provision of care and for the security of that personal information. It is considered best practice for consent to be obtained from the consumer to share their personal information.

There are situations when a consumer's information can be shared without their consent provided the necessary criteria are met. The ISG describes when information can be shared with organisations external to SA Health when there is a situation of risk. Further information is described in the [SA Health Privacy Policy](#) (*appendix 1: Information Sharing Guidelines for Promoting Safety and Wellbeing Mandatory Instruction*) and the [SA Health Privacy Guideline](#).

Incident Description

SA Health staff are required to make an SLS report to record reasons for information sharing using the ISG for the following circumstances:

- information has been shared without a consumer's consent
- a request for information from an external organisation has been refused by SA Health, or
- an external organisation/agency refused to share with SA Health.

This reporting is required even when information is shared appropriately. Senior manager/clinician approval is required to approve or refuse the sharing of personal information.

Incident Classification

1. Select Level 1 classification 'Patient Information', Level 2 classification 'Confidentiality of information' and Level 3 'ISG Information Sharing Guidelines' as per below.

OFFICIAL

Incident Classification	
★ Level 1	Patient Information
★ Level 2	Confidentiality of information
★ Level 3	ISG Information Sharing Guidelines

2. Select the ISG category:

- information has been shared without a consumer's consent, when there is a situation of risk, or
- Information sharing request was refused for both of these situations:
 - a request for information from an external organisation has been refused by SA Health, or
 - an external organisation/agency refused to share with SA Health.

ISG Information Sharing Guidelines	
This section relates to situations in which it was unreasonable or impractical to seek consent or consent was refused AND sharing the information was necessary for safety.	
ISG Information Sharing Guidelines Category	<div>Information sharing request was refused</div> <div>Information sharing occurred (without consent)</div>
Which organisation initiated information sharing request?	
External organisation involved	
Name of contact person from external organisation	
Reason(s) why information sharing was requested	

3. Select the reason(s) why the information sharing was requested from the fields listed.

Reason(s) why information sharing was requested	<div>Divert a person from offending or harming themselves</div> <div>Protect a person/groups from potential harm, abuse or neglect</div> <div>Protect service providers in situations of danger</div> <div>Help service providers address risks to safety & wellbeing</div> <div>Alert service providers to an individual's need for assistance</div> <div>Other</div>
Detail the reasons why sharing the information without consent was reasonably necessary to prevent or lessen a serious threat to life, health or safety of a person or group of people	

When sharing information without consent, you will need to describe in the free text field why the risk was serious enough to share information without consent.

In these situations, the onus is on SA Health to justify its reasonable belief that the disclosure of personal information was necessary to lessen or prevent a serious threat, and SLS will be used to document this information.

Incident managers are expected to review the notifiers entry for accuracy and finally approve.

Safety and Quality

Additional Information

In 2024, the SA Health ISG policy was decommissioned and the ISG was incorporated into the SA Health Privacy Policy and Privacy Guideline.

For further information or advice:

The Safety, Quality and Risk Management Unit (or equivalent) within the LHN or SA Ambulance Service

Legal and Governance Unit within the Department for Health and Wellbeing email:

HealthLegalRequests@sa.gov.au.

Related Documents

[SA Health Privacy Policy](#)

[SA Health Privacy Guideline](#)

[ISG Decision Making Steps and Guide](#)

[Information Sharing Guidelines for Promoting Safety and Wellbeing](#) (Department for Premier & Cabinet (DPC))

[ISG Early intervention by sharing information – 10 top practice tips](#) (DPC)

[Overview of implementation of the Information Sharing Guidelines for Promoting the Safety and Wellbeing of Children, Young People and their Families 2009 to 2012](#) (DPC)

For more information

SA Health, Safety and Quality

Safetylearningsystem@sa.gov.au

11 Hindmarsh Square, Adelaide SA 5000

sahealth.sa.gov.au



[creativecommons.org/licenses](https://creativecommons.org/licenses/by-nc-nd/4.0/)
© Department for Health and Wellbeing, Government of South Australia. All rights reserved.
August 2024



**Government
of South Australia**

SA Health

Safety and Quality