

PRIVACY POLICY

We manage your personal information about you and your health according to the Australian Privacy Principles.

Personal Information

The 'personal information' we collect includes your name, date of birth, address & contact details, Medicare number, healthcare identifiers and health fund details. Medical information may include medical history and any care you may need. Our Doctors need information about your past and present health in order to provide you with high-quality care.

Your Medical Records

This practice takes steps to ensure that your medical records:

- are accurate, complete, well-organized and legible
- are up-to-date
- contain enough information to allow another Doctor to care for you
- contain a summary of your care
- can be used to remind you, with your permission, to return for follow up, check-ups and reviews.

If you are uncertain why information is being requested, please ask your Doctor or the practice staff.

If you wish to remain anonymous while accessing healthcare services, please talk to the practice staff.

Providing your Information to other Doctors

In this practice, it is normal for all Doctors to have access to your medical records. If you have any concerns about this please discuss them with your Doctor or practice staff.

It is important that other people involved in your care, such as medical specialists and other healthcare professionals, are informed of the relevant parts of your medical history, so they can provide the best care for you. Your Doctor will let you know when this is necessary.

Providing your Information to others

Doctors respect your right to decide how your personal information is used or shared. This may be sharing your health information with specialist doctors. Personal information that identifies you will only be sent to other people with your consent, unless there are exceptional circumstances. Gaining your consent is the guiding principle used by this practice in using and sharing your information.

Using Health Information for Quality Improvement and Research

This practice may use patient health information to assist in improving the quality of care we give to all our patients, by reviewing the treatments used in the practice. Your information held by the practice may be used in research projects to improve healthcare in the community; however, this information will not include data that can identify you.

Security of Information in the Practice

Australian privacy legislation applies to all personal health information recorded in electronic and paper records. All records must be kept secure to protect against unauthorized access. This practice complies with these requirements to protect your privacy.

Access to your Health Information

You may ask practice staff about any aspect of your healthcare, including information contained in your record. You can request access to your medical record and any other information the practice records about you.

Direct marketing

This practice does not engage in direct marketing.

Resolving concerns regarding the privacy of your health information

If you have any concerns regarding the privacy of your personal health information or the accuracy of the information held by the practice, you should discuss these with practice staff. Inaccurate information can be corrected, or your concerns noted in your record. For legal reasons, the original notes will be retained.

Our full written Privacy Policy is available through reception if you would like further information