

PRIVACY POLICY

This practice is committed to providing quality health care for its patients. As a fundamental part of this commitment, principals and staff of the practice, recognise the importance of ensuring that our patients are fully informed and involved in their health care.

This practice is, as a health provider in the private sector, bound by the National Privacy Principles. These principles set the standards by which we handle personal information collected from our patients.

As part of our commitment to providing quality health care, it is necessary for us to maintain files pertaining to your health. The files contain the following types of information:

- Your personal details (name, address, date of birth, Medicare Number).
- Your medical history.
- Notes made during medical consultations.
- Referrals to other health service providers.
- Results and reports received from other health service providers.

The information held about you is provided by you or arises as a consequence of information by you.

Your medical file is handled with the utmost respect for your privacy. The file will be accessed by your medical practitioner or by other medical practitioners in the practice if involved in your care. Staff may handle your file to address the administrative requirements of running a medical practice. The staff are bound by strict confidentiality requirements as a condition of employment and these requirements will be observed if it is necessary for them to view your records.

To ensure the function of the practice, it may be necessary to allow external organisations to access the practice and possibly, to view the medical records. Any external organisation that provides service or advice to this practice will be aware of the need to preserve the requirement of the Privacy Act and will be bound by a confidentiality agreement.

Ordinarily we will not release the contents of your medical file without your consent. However, we advise that there may be occasions when we will be required to release the details of your file irrespective of whether your consent is given to the disclosure of the information. This will occur where the law requires disclosure, such as pursuant to a subpoena.

We advise that as a patient of this practice, you have rights to access any information we hold concerning you. Should you wish to access this information, please discuss this with our administration staff.

As part of our commitment to preserving the confidentiality of the information contained in your medical record, we advise that we will observe the following:

- * Paper records are stored in locked filing cabinet/room
- * Paper records are only accessible to practice staff
- * Electronic records are protected by a security password
- * Staff are trained in the importance of doctor/patient confidentiality

Please address any queries or complaints in relation to the privacy policies of this practice to the Practice Manager or your treating doctor. It is the policy of this practice that any complaint or request to review records be made in writing, marked private and confidential. We will respond to your complaint or request within 30 days of receipt.