

PRIVACY STATEMENT:

Collection, use and disclosure of health information is needed to provide accurate medical diagnoses and appropriate treatment. Health information is generally collected from each patient and otherwise with the patient's consent or by a parent/guardian in the case of a child.

Health information is also received from outside sources. When this occurs we will, wherever possible, make sure the patient knows we have received this information. Medical care requires full knowledge of patient health information by all members of a medical team.

To ensure quality and continuity of patient care health information is shared with other health care providers e.g. specialists, radiology, pathology etc. Information is also provided to Medicare and private health funds, if relevant, for billing and rebate purposes.

All medical practitioners are members of various medical and professional bodies, including Medical Defence Organisations, there may be occasions when disclosure of patient information is required to be forwarded on. There are also circumstances where a medical practitioner is legally bound to disclose personal information e.g. reporting of communicable diseases.

It is necessary for us to keep patients' information after their last attendance at this practice for as long as is required by law or is prudent having regard to administrative requirements.

A patient has a right to access their information collected by this practice. They may ask to view information or ask for a copy of part or whole record. While not required to give reasons for their request, a patient may be asked to clarify the scope of the request. There are some circumstances in which access may be denied but in such an event the patient will be advised of the reason.

The material over which the doctor has copyright might be subject to conditions that prevent further copying or publication without the doctor's permission. If a patient finds the information not to be accurate or complete the patient may have that information amended accordingly.

Upon written request a patient's health information will be made available to another health service provider.

Parents/guardians and children – the right of children to privacy of their health information, based on the professional judgement of the doctor and consistent with the law, might at times restrict access to this information by parents or guardians.

Complaints – it is important to us that your expectation about the way in which we handle your information is the same as ours. Do not hesitate to discuss any concerns, questions or complaints about any issues related to the privacy of your personal information with your doctor. If there is unresolved dissatisfaction with management of health information contact can be made with: Office of the Australian Information Commissioner, www.oaic.gov.au or Phone: 1300 363 992