



Purpose

This practice is committed to protecting the privacy of our patients. We will ensure that our processes for the collection, storage, access and destruction of personal and health information are in compliance with our legal obligations and professional expectations. We will inform patients of their rights and responsibilities.

Consent

Prior to any collection of your personal information we will seek and obtain your consent or that of your carer/next of kin when appropriate. We will inform you of your rights and responsibilities relating to privacy. You may alter or withdraw your consent at any time. However, you must let us know if you wish to change or limit your consent.

What we collect and why

This practice collects, stores and protects patient's personal information in order to provide patients with healthcare services. Your personal details, your condition and treatment will be kept confidential by medical and other practice staff.

We will only collect personal information related to activities necessary for us to provide care and treatment to you. This includes administrative and billing purposes, quality improvement, teaching and learning activities, provision of healthcare within the practice and by other providers we may refer you to. You are not obliged to provide us with information, and you can request to remain anonymous or to use a pseudonym. You need to understand that anonymity can affect the level of care and treatment we provide to you, and we may have to decline your request if it is impractical for us to agree.

Sharing your information

Your information will not be disclosed without your permission unless the law requires it to be given to a designated person or authority, e.g. Medicare. Your consent is obtained when you first come to this practice and will be confirmed with you from time to time. You can change or limit your consent, but you must discuss this with us.

You may request access to your information, preferably in writing. All requests are discussed with your treating doctor and if there are any issues these will be discussed with you.

Keeping your information safe

We will store information securely and protect it from unauthorized access, use or disclosure. Firewalls and anti-virus software are updated continually. We will not keep it any longer than necessary and it will be disposed of securely. We will ensure that your personal and health information is relevant, accurate and up to date. We will endeavor to collect information directly from you, unless we are unable to do so, e.g. in an emergency. We will make every effort to confirm with you the information collected from another source, e.g. family member, as soon as practicable. Each patient will have a confidential record kept of their illness and treatment and access is limited to professionals involved in your treatment.

Making a complaint

If you suspect your privacy may have been breached or you are unhappy with our response to a request for access, we ask that you speak with the practice manager or your treating doctor as soon as possible. We may request that you make your complaint in writing. Again, this helps us investigate your concerns thoroughly. We will respond within 30 days of receiving your complaint. If you do not wish to make the complaint to us you can contact the Office of the Australian Information Commissioner directly on 1300 363 992.