



Patient Privacy

This document explains how personal information about you and your health is recorded and managed in our practice. We also have a written privacy policy describing how we manage personal information. You can receive a copy of our policy free of charge upon request or access it via our practice website.

Personal information

The 'personal information' we collect includes your name, date of birth, address/es, contact details, Medicare number, healthcare identifiers, health fund details, TAC and workers compensation claim details and concession card details. Medical information may include medical history and any care you may need. GPs need information about your past and present health in order to provide you with high-quality care.

Our practice follows the guidelines of the RACGP's Privacy and managing health information in general practice. The guide incorporates federal and state privacy legislation, and the Australian Privacy Principles, which requires that your personal information is kept private and secure.

Your medical records

This practice takes steps to ensure that your medical records:

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

If you are uncertain why information is being requested, please ask your GP 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 GPs

In this practice, it is normal for all GPs to have access to your medical records. If you have any concerns about this please discuss them with your GP 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 GP will let you know when this is necessary.

Providing your information to others

GPs respect your right to decide how your personal information is used or shared. 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.



Our practice will not share your personal health information with anyone else or another organisation unless:

- you have consented to this sharing, or
- we are legally obliged to disclose the information, in which case your GP will first discuss with you the information that she or he is legally obliged to disclose, or
- the information is necessary for you to obtain Medicare payments or other health insurance rebates, or
- there is an overriding public health and safety interest in the release of the information, or
- there is a statutory requirement to share certain personal information.

Where health information is disclosed, our practice ensures that only information relevant to the proposed purpose is included.

For example, our GPs ensure at the time the referral is made that any health information that does not relate to the condition for which the referral is being made is not sent along with the referral. All referrals are completed in our PMS, Best Practice, which has a safeguard that asks doctors to select only relevant information before populating the referral.

Securely transferring health information

Our practice preserves the confidentiality of health information by transmitting electronic data in an encrypted format using a secure message format.

Where health information is sent via post, we ensure that either registered post or a courier service is used depending on the circumstances.

Our practice ensures that patient health information is not released to a third party unless the request is made in writing and signed by the patient.

Written requests are documented in the patient's health record and forwarded to the patient's treating medical practitioner prior to their release to a third party.

Where a request is made for the transfer of health records to a patient's new clinic, the practice does not permit patients to collect the records and take them to their new provider. Instead, the records are either transferred electronically in a secure format or via registered post or a courier service.

Disclosing information overseas

Our website may be hosted by servers outside Australia and we may also use technical support services that are based off shore. This means that, individuals' personal information may travel electronically from Australia to another country and back to Australia. When sending information offshore, we ensure all providers we engage can and will observe the requirements of the Australian Privacy Principles.

Other than for such technical support services, we will not share an individual's personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without the individual's consent.