



Privacy Policy

Privacy protection and confidentiality of health information is essential for quality health care and we are committed to protecting the privacy and confidentiality of the information we handle about you.

This policy explains:

- The kinds of personal information we collect and hold;
- How we collect, store, use and disclose your personal information;
- How you may access your personal information
- How we protect the quality and security of your personal information;
- How you may make a complaint about our handling of your personal information.

In addition to our professional and ethical obligations, at a minimum, our Practice handles your personal information in accordance with federal and state privacy law. This includes complying with the federal Australian Privacy Principles forming part of the Privacy Act 1988 (Cth) and the Health Records and Information Privacy Act 2002 (NSW)

Collection of information

What kinds of personal information do we collect?

- Personal Details; (your name, address, date of birth, Medicare number, contact details, billing information, etc.)
- Your health information and other sensitive information; (Medical history, consultation notes, etc.)
- Results and reports received from other health service providers; (referral, pathology, radiology, etc.)

How do we collect and hold personal information?

- Wherever practicable we will collect this information from you personally – either at the practice, over the phone, via written correspondence or email.
- In some instances we may need to collect information about you from other sources such as referring doctors, treating specialists, pathology, radiology, hospitals or other health care providers.
- In an emergency, we may collect information from your immediate family, friends or carers

We aim to ensure the information we hold about you is accurate, complete, up to date and relevant. To this end we may ask you to confirm that your personal details are correct when you attend a consultation. Please let us know if any of the information we hold about you is incorrect or not up to date.

Use and disclosure

Why do we collect, hold use and disclose personal information?

The Practice collects and holds personal information about you so that we may properly assess, diagnose, treat and be proactive in your health care needs. Your personal information will only be used or disclosed for purposes directly related to providing you with quality health care, or in ways you would reasonably expect us to use it in order to provide you with this service.

This includes:

- To the professional team directly involved in your health care, including treating doctors, pathology services, radiology services and other specialists outside this medical practice.
- To the Practice's administrative staff for billing and other administrative tasks necessary. (Such as Medicare, your health insurance fund, or other organisations responsible for the financial aspects of your care)
- Where required by law, for example, pursuant to a subpoena
- To insurers or lawyers for the defense of a medical claim
- To assist with training and education of other health care professionals.
- For research processes, depersonalised information may be used.

Our practice does not intend to disclose your personal information to overseas recipients unless we have your consent or we are required to do so by law.

Quality and security of your personal information

Our Practice takes all reasonable steps to protect the security of the personal information we hold, by:

- Securing our premises;
- Using passwords on all electronic systems and databases to protect electronic information from unauthorised interference, access, modification or disclosure;
- Storing hard copy records in secure filing cabinets or rooms that are accessible only to Practice staff.

Access to your personal information

Under law you have a right to access personal information we hold about you. We ask that you put your request in writing. A fee for the retrieval and copying of your medical record may be charged in accordance with the schedule of fees specified in the Health Records Regulations 2008, plus GST. This fee is not redeemable through Medicare. Should a fee apply you will be advised of the cost in advance.

What should I do if I have a privacy complaint?

If you have a complaint regarding the way your personal information has been handled by our Practice, please put it in writing and address it to our location. We will acknowledge receipt of your complaint and endeavour to provide a full response as soon as is practicable, usually within 30 days of receipt.

Should you be dissatisfied with our response, you may lodge your written complaint with the NSW Privacy Commissioner at <http://www.ipc.nsw.gov.au/privacy-laws> and/or the NSW Health Services Commissioner at <https://www.hccc.nsw.gov.au>