



ABN: 52599589426
Shop 1037/8 Millaroo Drive
Westfield Shopping Centre
Helensvale QLD 4212
Ph: 07 5519 4344 Fax: 07 5604 1155

PRIVACY POLICY

The purpose of this document is to explain to you how Helensvale Medical Centre complies with its confidentiality and privacy obligations. This policy is readily available to all of Helensvale Medical Centre patients.

We require your consent to collect personal information about you. This medical practice collects information from you for the primary purpose of providing quality health care. We require you to provide us with your personal details and a full medical history so that we may properly assess, diagnose, treat and be proactive in your health care needs. We use the information that you provide us in the following ways:

- Administrative purposes in running our medical practice.
- Billing purposes, including compliance with Medicare and Health Insurance Commission requirements.
- Disclosure to others involved with your health care, including treating doctors and specialists outside of this medical practice. This may occur through referrals to other doctors, or for medical tests and in reports returned to us following the referrals.
- Disclosure to other doctors in the practice, locums, registrars and medical students attached to the practice for the purpose of patient care and teaching.
- We do not share information with a third party, including your family or next of kin, allied health, specialist, insurance agencies or for legal purposes without your consent.
- We will only release information for court proceedings with a court ordered subpoena.

To enable ongoing care and total quality improvement with the practice, and in keeping in with the Privacy Act March 2014 and National Privacy Principles we wish to provide you with sufficient information on how your personal health information may be used or disclosed and record your consent or restrictions to this consent.

1. For accounting procedures and the collection of professional fees
2. The diagnosis and treatment of any health condition, including the communication of relevant information only to practice staff, specialists and other health care providers to ensure quality care is delivered
3. Accreditation and Quality Assurance activities are conducted by professional trained non-treating general practitioners and qualified persons, for example, general practice managers
4. For legal related disclosure as required by law
5. For disease notification as required by law
6. For use when seeking treatment by other doctors in this practice
7. For the purpose of obtaining medical records, previous clinical reports and management regimes from other practitioners, institutions, laboratories etc
8. To inform next of kin identified in my patient information of the outcome or treatment or to obtain consent to necessary treatment when I am not able to provide such consent
9. Follow up reminder and recall phone calls/notifications for treatment and preventative healthcare

Other than as described in this Policy or permitted under the National Privacy Act, Helensvale Medical Centre uses its reasonable endeavours to ensure that identifying health information is not disclosed to any person. We keep health information for a minimum of 7 years from the date of last entry in the patient record (unless the patient was a child in which case the record must be kept until the patient attains or would have attained 25 years of age). This is because we are required to maintain such records under some laws.

Because of the sensitive nature of the information collected by us to provide its services, extra precautions are taken to ensure the security of that information. Our electronic files are password-protected on several levels, and the computer backup tapes are stored offsite. We require all our employees and contractors to observe obligations of confidentiality in the course of their employment/contract. We require independent contractors to sign a confidentiality undertaking.

Your Rights

You have the right to request access to your medical information. This request must be in writing & any release disclosure is at your treating Doctors discretion.

If you wish to access a copy of your medical information that we hold, you will need to request this in writing & an appointment with your treating doctor will be required. The supply of this information is at your treating Doctors discretion & a fee may be payable for this. Your treating Doctor may decline this request, they will advise the reasons for this.

Accessing your information, complaints and obtaining further information. If an individual wish to: complain to us about a breach of privacy; or access his or her own information held by us; or

- correct any information held by us concerning his or her own information; or
- find out more about how we deal with personal information, that individual can contact:

The Privacy Officer

C/o Helensvale Medical Centre via email: admin@helensvalemedicalcentre.au

- If you believe a serious PRIVACY breach has occurred, you may wish to contact:
- Office of the information commissioner: <https://www.oaic.gov.au/privacy/privacy-complaints> or
- GPO BOX 5288 SYDNEY NSW 2001 OR TELEPHONE 1300 363 992