

St George Family Medical Centre Privacy Policy

Your medical record is a confidential document. It is the policy of St George Family Medical Centre to maintain security of personal health information at all times and to ensure that this information is only available to authorised people.

Your Rights

We take your concerns, suggestions and complaints seriously. We are committed to providing quality care for our patients.

If you have a problem we would like to hear about it. Please feel free to speak with your Doctor or Receptionist.

You may prefer to write to the Practice Manager or use our suggestion box located at reception.

All written concerns will be dealt with promptly by the Practice Manager, in writing.

If we are unable to resolve a serious complaint, you may contact;

Health Care Complaints Commissions

Locked Bag 18

Strawberry Hills 2012

P: 02 9219 7447

F: 02 9281 4585

W: www.hccc.nsw.gov.au

PRIVACY POLICY STATEMENT

We Respect Your Privacy

This practice provides high quality continuing care for you.

In compliance with the Privacy Legislation and consistent with maintain confidentiality and trust with your doctor, the practice wishes to inform you:

Information collected about you requires your consent.

(Open communication and information sharing between the doctor and the patient which is a normal process in general practice, will usually address consent issues).

Why, how and who we will disclose this information to can be for the following purposes;

- Diagnoses and treatment of your problem, including communicating with practice staff and doctors, specialist and other health care providers involved in your care.
- Healthcare prevention including in house recall system, to provide systematic follow up care and National & State reminder register eg: Australian Childhood Immunisation Register.
- Accreditation and Quality Assurance to promote & maintain high quality health care.
- Billing & collection of professional fees & administration purposes.
- Statutory obligation (eg: disease notification requirements).
- Teaching involving medical students and registrar doctors.
- Research & clinical audits that you don't involve personal data.

We will require your consent to use this information for any of these purposes.

You can request access to information we hold about you. *An administration fee will apply.

You have the right to refuse to provide certain personal health information or you may withhold consent for particular uses. However, to do so may be detrimental to the provision of quality health care.

An explanation will be provided to you if legislation prevents certain information from being disclosed to you.

You can discuss any concerns about how we handle your information.

You can ask reception staff for a hand out regarding entitled information handling procedures and accessing your medical record.

As prescribed by the Office of the Federal Privacy Commissioner – Guideline to Privacy in the Private Health Sector.

A reference to information is a reference to both personal and health information.

Thank you!

