

Privacy Policy

Woodville Family Medical Practice

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As a patient of our medical practice 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 aim to protect the privacy and secure storage of your health information.

Collected personal information will include patients':

- names, addresses and contact details
- Medicare number (where available) (for identification and claiming purposes)
- healthcare identifiers
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.

A patient's personal information may be held at the Practice in various forms:

- as paper records
- as electronic records
- as visual – x-rays, CT scans
- as audio recordings.

The Practice's procedure for collecting personal information is set out below.

Practice staff collect patients' personal and demographic information via registration when patients

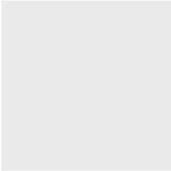
- present to the Practice for the first time. Patients are encouraged to pay attention to the collection
- statement attached to/within the form and information about the management of collected information and patient privacy.

Personal information may also be collected from the patient's guardian or responsible person

(where practicable and necessary), or from any other involved healthcare specialists.

We require your consent to collect personal information about you and to use the information you provide in the following ways:

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- Administrative purposes in running our medical practice.
 - Billing purposes, including compliance with Medicare and Health Insurance Commission requirements.
 - Disclosure to others involved in your healthcare including treating doctors and specialists outside this medical practice. This may occur through referral to other doctors, allied health professionals or for medical tests and in the reports or results returned to us following referrals.
 - Disclosure to other doctors in the practice, locums etc. attached to the practice for the purpose of patient care .
 - For research and quality assurance activities to improve individual and community health care and practice management. Usually information that does not identify you is used but should information that will identify you be required you will be informed and given the opportunity to “opt out” of any involvement.
 - To comply with any legislative or regulatory requirements e.g. notifiable diseases.
 - For reminder letters which may be sent to you regarding your health care and management.

The Practice will not disclose personal information to any third party other than in the course of providing relevant information pertaining to:


- medical services, without full disclosure to the patient or the recipient, the reason for the information
- full consent from the patient. The Practice will not disclose personal information to anyone
- outside Australia without need and without patient consent.

Exceptions to disclose without patient consent are where the information is:

- required by law
- necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of a confidential dispute resolution process.

The Practice acknowledges patients may request access to their medical records:

- Patients are encouraged to make this request in writing, and the Practice will respond within a reasonable time.
- This request can be sent via fax or in person as long as it is a signed.
- The Practice will take reasonable steps to correct personal information where it is satisfied they are not accurate or up to date.
- From time to time, the Practice will ask patients to verify the personal information held by the Practice is correct and up to date.
- Patients may also request the Practice corrects or updates their information, and patients should make such requests in writing.
- The Practice takes complaints and concerns about the privacy of patients' personal information seriously. (Please speak to Practice Manager regarding



admin issues, or for clinical to Dr Peng Gao), or via our suggestion box located near front reception.

- The Australian Health Practitioner Regulation Agency can be contacted on 1300 419 495 if you have an issues of great concern.
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The Practice will then attempt to resolve it in accordance with its complaint resolution procedure.

Dealing with us anonymously

You have the right to deal with us anonymously or under pseudonym unless it is impracticable for us to do so or unless we are required to authorised by law to only deal with identified individuals.

The Practice holds all personal information securely, whether in electronic format, in protected information systems or in hard copy format in a secured environment.