

PRIVACY LEGISLATION

Your Privacy is our Business

The provision of quality health care is our principle concern. It requires a doctor-patient relationship of trust and confidentiality. Your doctor regards patient health information as confidential and will only collect this information with patient consent.

A patient's personal information is handled in accordance with this Clinic's privacy policy, and consistent with the privacy legislation. Patients are entitled to know what personal information is held about them, how and under what circumstances they may have access to it; why it is held; its use, to whom and under what circumstances it may be disclosed; when consent is required for these purposes; and how it is stored.

This brochure is designed to outline how this Clinic endeavours to protect the privacy of patient's personal health information.

Collection, use and disclosure of your information

Information about a patient's medical and family health history is needed to provide accurate medical diagnoses and appropriate treatment. We will be fair in the way we collect information about our patients. This information is generally collected from the patient, and otherwise with the patient's consent. However, from time to time we may receive patient information from others. When this occurs, we will, wherever possible, make sure the patient knows we have received this information.

Medical care requires full knowledge of patient health information by all members of a medical team. To ensure quality and continuity of patient care, a patient's health information must be shared with other health care providers from time to time. Some information about patients is also provided to Medicare, for billing and medical rebate purposes.

The Doctors in this Clinic are members of various medical and professional bodies including medical defence organisations. There may be occasions when disclosure of patient information is required for medical defence purposes. There are also circumstances where a medical practitioner is legally bound to disclose personal information. An example of this is the mandatory reporting of communicable diseases.

It is necessary for us to keep patient's information after their last attendance at this Clinic for as long as is required by law or is prudent, having regard to administrative requirements.

Access

A patient has a right to access their information. They may ask to view the information or ask for a copy of a part or the whole record. While not required to give reasons for their request, a patient may be asked to clarify the scope of the request.

There are some circumstances in which access may be denied, but in such an event, the patient will be advised of the reason.

A charge may be payable where the practice incurs costs in providing access. This will depend on the nature of the access. The material over which the doctor has copyright might be subject to conditions that prevent further copying or publication without the doctor's permission.

If a patient finds that the information held on them is not accurate or complete, the patient may have that information amended accordingly. Upon request a patient's health information held by this Clinic will be made available to another health service provider.

Parents/Guardians and Children

The right of children to privacy of their health information, based on the professional judgement of the doctor and consistent with the law, might at times restrict access to this information by parents or guardians.

Complaints

It is important to us that your expectations about the way in which we handle your information is the same as ours.

Please do not hesitate to discuss any concerns, questions or complaints about any issue related to the privacy of your personal information with your doctor.

If you are still dissatisfied, you can complain to the Health Services Commissioner.

Further Information

Further information about an individual's privacy rights can be obtained from the Office of the Health Services Commissioner.

The Health Services Commission
Level 26, 570 Bourke Street
Melbourne Vic 3000
Phone: 1300582113 Fax: 9032 3111
[Website: www.hsc@dhhs.gov.vic.au](http://www.hsc@dhhs.gov.vic.au)



Shop 3, 33-45 Hutchinson Street
Lilydale Vic. 3140
Phone: (03) 9739 6111
Email: info@lilydalemedical.com