

# EAST ADELAIDE HEALTHCARE

## PRIVACY POLICY

*The National Privacy Principle 5 in the Privacy Act Set out how this Practice should Collect, Use, Keep Secure and Disclose Personal Information*

*The Principles give you a Right to Know What Information We Hold About You and a Right to Correct That Information If It Is Wrong*

### **What Information May Be Collected?**

To provide you with quality, ongoing health care, this practice will need to collect information about you. This will include your personal, medical and family health information. Your attendance at this practice together with this information is taken as **consent** to the collection of this information

### **How Will This Information be used?**

Your information will be used in the normal course of managing your healthcare and will include referrals to other specialists (including radiology and pathology) and allied health providers. In addition, access may be required as part of your ongoing professional, clinical and quality assurance programs including reminder system for preventative care. De-identified information may be used for research purposes.

Patients should be aware that there are some instances where we are legally bound to disclose some of your personal information such as mandatory reporting of communicable diseases.

### **Your Access**

You have a right to see or obtain a copy of this information we hold about you. You make your request by completing the Patient Access Request form available from reception. If the doctor considers that releasing the information to you may cause you physical or mental harm, he/she may refuse your request. If the request is refused for any reason the doctor will explain this to you. The fees associated with processing this request are not claimable from Medicare.

### **Practice Access**

Your Doctor, other General Practitioners, Specialists in the Practice, Registered Nurses, General Practice Registrars and students, Allied Health Professionals may have access to your records. Other Admin Staff may have either nil access or restricted access to your records. All medical practitioners and staff within the practice sign a privacy and confidentiality agreement and face serious consequences if breached.

### **Security**

Your health care records are stored safely and securely to prevent unauthorised access.

### **New Patients**

All New Patients will receive a copy of the Practice Privacy Policy upon Registration

### **Complaints**

It is important to us that we meet your expectations about the way in which we manage your information. Please do not hesitate to discuss any concerns, questions or complaints about any issues. In the first instance contact the Practice Manager – Mrs. Gina Bilibio, Phone: 8362 2233 email [pmanager@eahc.com.au](mailto:pmanager@eahc.com.au)

If you are still dissatisfied you can contact the Federal Privacy Commissioner:

**Federal Privacy Commissioner, GPO Box 5218, Sydney, NSW .....**

**Privacy Hotline – 1300 363 992**

### **Practice Contact Details:**

Marden Surgery: 337 Payneham Rd, Marden SA 5070 Ph 08 8362 2233

Newton Surgery: 147 Montacute Rd, Newton SA 5074 Ph 08 8337 4580