

PRIVACY POLICY

The Practice Manager is our Privacy Officer who implements and monitors adherence to all privacy legislation in this practice. Any queries regarding this policy should be directed in writing to our Privacy Officer at Shop 14/16 Murrumba Downs Shopping Centre, cnr Goodrich Road & Dohles Rocks Road, Murrumba Downs, QLD 4503.

AUSTRALIAN PRIVACY PRINCIPLES

This practice complies with both laws and the National and Health Privacy Principles (APPs & HPPs) adopted therein. As adopted within Commonwealth Privacy Amendment (Private Sector) Act 2002, Medical Matters is committed to providing quality health care for its patients. As a health care provider in the private sector Medical Matters is bound by the Australian Privacy Principles provided for in the Privacy Act 201 updated March 2014.

In the Act, common terms and definitions include; Personal Information – meaning information forming part of a data base relating to the person's identity Sensitive Information – information including race, religion, sexual preferences and political opinions

HEALTH INFORMATION

As part of our commitment to providing quality health care we maintain files containing information concerning to your health history. The following types of information are maintained: personal details such as your name, address, date of birth; Medicare number (where applicable - for identifications and claiming purposes only); 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 such as electronic records; as visual x-rays, CT scans, Videos and photos; as audio recordings

In some cases, Medical Matters may need to collect personal information about a patient from a third-party relatives or other health service providers once a consent has been obtained from the patient or where it is not reasonable or practical for Medical Matters to collect this information directly from the patient as the patient health is potentially at risk or personal information is needed to provide for an emergency medical situation.

This information, the 'medical records or file' at all times, the property of the Medical Matters.

ROUTINE PROCEDURES FOR COLLECTING AND DISCLOSING HEALTH INFORMATION

Health information is generally collected by the treating doctor during the course of the consultation. Ancillary health information may also be collected by medical administration staff both before and after the consultation.

ACCESS

We advise that as a patient of this practice you have general right of access to any information we hold concerning you. Please note there are exceptions. We are happy to discuss these with you. Should you wish to access this information we encourage you to do so in writing, and we will respond within a reasonable time.

This practice will take reasonable steps to correct personal information and from time to time the practice staff will ask patients to verify their personal information, so files can be updated accordingly.

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As part of our commitment to preserving the confidentiality of the information contained in your medical record we advise that strict secure storage policies are observed in this practice. Your electronic records are accessible only by staff of this practice and are protected by security password. As we are a paperless practice all correspondence is scanned into your file and then the document shredded. Each member of staff understands the importance of doctor/patient confidentiality.

USE AND DISCLOSE OF INFORMATION

Personal information will only be used for the purpose of providing medical services and for claims and payments, unless otherwise consented to. Some disclosure may occur to third parties engaged by or the Practice for business purposes, such as accreditation or for the provision of information technology. These third parties are required to comply with the policy.

INFORMATION PRE-DATING THE LEGISLATION

The privacy legislation came in to effect on 21 December 2001 and it may be that in certain circumstances you will not be eligible to access information collected pre- 21 December 2001.

CONFIDENTIALITY

Medical files are handled with the utmost respect for patient privacy. A patient's file will be accessed by the medical practitioner, and when necessary, for example in the absence of a patient's usual medical practitioner, by other medical practitioners in the practice. It may also be necessary for our staff to handle medical files from time to time to address the administrative requirements of running a medical practice. Medical Matters staffs are bound by confidentiality requirements as a condition of employment by signing a confidentiality agreement upon commencement of employment which remains in place during and after employment with the practice. Such confidentiality requirements will be observed if it is necessary for them to view your records.

EXTERNAL PARTIES AND CONFIDENTIALITY

On occasions, it is likely that external organisations will need to access our practice to allow us to maintain a functioning workplace. Further, it may be likely that the medical records kept on site will be viewed, for example, by IT contractors. Such contractors to this practice sign a confidentiality agreement, and where that external organisation provides service or advice to this practice, they will be bound by the terms of the confidentiality agreement.

COMPLAINTS

The practice takes complaints and concerns about the privacy of patient's personal information seriously. It is the practice's policy that any complaint must be made in the first instance to the Practice Manager, either in person by telephone or by appointment; or by writing to the address below and marked – Private and Confidential. You may also email reception@medicalmatters.com.au. Please be assured that all complaints are treated with complete confidentiality and will only be discussed by the Practice Manager and the relevant member of staff, doctor or nurse.

Medical Matters will endeavour to address complaints within thirty days of your complaint. However, if you feel there is a problem that we cannot address, please refer to: Office of the Health Ombudsman P.O. Box 13281, George Street, Brisbane, QLD 4003. Telephone: 133 646. Website: www.oho.qld.gov.au

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OVERSEAS RECIPIENTS

Medical Matters will only engage with overseas entities where disclosure of health information is required to be electronically transferred, faxed or sent via Australia post with patient consent only.

DIRECT MARKETING

Medical Matters holds personal information but never uses or discloses the information for the purpose of direct marketing without full consent.

COMPLIANCE

This policy was reviewed in accordance with Australian legislation and changes made to ensure content is both accurate and updated in a timely manner.

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