

Robina Bulk Billing Medical Centre

1/100 Cheltenham Dr, Robina
Ph: 5578 8848 Fax: 5578 8849

Privacy Brochure

CONSENT

We consider that patients attending this practice expect that information provided will be used only to assist in managing their health care. We also consider that patients would reasonably expect that selected personal health details will be disclosed to other health services directly involved in providing a health service to the individual. For example, if a blood sample is taken, we anticipate that the pathology service provider will receive details clearly identifying who the sample was taken from (patient name, contact details, date of birth) and what tests the doctor is requesting be conducted on the sample. If you are concerned about any related secondary use or disclosure of your personal health information you should speak to your doctor (or practice staff, if appropriate) about your concerns.

Should I sign a consent form?

By signing consent to the use and disclosure of your personal health information you can assist the practice to ensure that necessary information is available to those involved in your health

INFORMATION

DEFINITIONS

Health Information means:

- (a) Information or an opinion about:
 - (i) the health or a disability (at any time) of an individual; or
 - (ii) an individual's expressed wishes about the future provision of health services to him or her; or
 - (iii) a health service provided, or to be provided, to an individual; that is also personal information; or
- (b) other personal information collected to provide, or in providing, a health service; or
- (c) other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances.

Health Services means:

- (a) an activity performed in relation to an individual that is intended or claimed (expressly or otherwise) by the individual or the person performing it:
 - (i) to assess, record, maintain or improve the individual's health; or
 - (ii) to diagnose the individual's illness or disability; or
 - (iii) to treat the individual's illness or disability or suspected illness or disability; or
- (b) the dispensing on prescription of a drug or medicinal preparation by a pharmacist.

- Understanding that the information we collect at our practice is often of a highly sensitive nature, the practice

will always ensure that it is compliant with the highest privacy standards to keep all personal information secure and protected. All information is stored electronically and is password protected on several levels. All employees and contractors at RBBMC are required to sign and comply with our comprehensive confidentiality agreement.

- Limited patient information will also be shared within the practice for administrative & billing purposes.
- We only disclose details necessary for you to receive appropriate care from the health service concerned.

WHAT HAPPENS WHEN WE COLLECT YOUR INFORMATION

- We will only collect information necessary for providing you with a health service.
- Where practical we will only collect information directly from you.
- We seek your assistance to ensure that information we hold about you is accurate and up to date.

ACCESS TO YOUR INFORMATION

- You can access your personal health information held by the practice. If you need access to your records, practice staff can advise you regarding the process and any costs involved.
- If you leave the practice you are able to request your medical files once you have found an alternative doctor by completing a medical request form at your new practice..

RESPECTING YOUR PRIVACY

- Our 'Privacy Policy' underpins our handling of privacy issues.
- All information is stored electronically & is password protected on several levels. All employees & contractors are required to sign and comply with our comprehensive confidentiality agreements.
- Our staff and GPs are trained in good privacy practice.

- Patient privacy information is available from the practice
- Our informed and caring staff and GPs can advise you on your privacy concerns.

CONCERNS

- If you have concerns about the way staff or doctors are handling your privacy or need to access your information, speak to our practice staff or your doctor, as appropriate.
- If you are unable to resolve an issue with the practice you can contact the Privacy Commissioner on Ph 1300 363 992
- www.oaic.gov.au