

MANAGEMENT OF HEALTH INFORMATION

Privacy of the health information collected at this practice is very important. In line with the Privacy Act 1998, applicant's details are kept for a specified period of time and then disposed of as confidential documents.

MY HEALTH RECORD

My Health Record is a secure online summary of your health information. You can control what goes into it and who is allowed to access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers

Benefits of My Health Record:

- Better Access for your Doctors, Specialists and Hospitals
- Strong Security
- Greater Convenience - no need to worry about trying to remember your health history - all information is stored for sharing
- Improved Safety - information such as allergies, adverse reactions and medical conditions are at hand
- Complete Privacy - your records are only available to those that you give authority to

FEEDBACK

If you have any complaints please speak to your doctor. Alternatively, the Office of the Health Ombudsman (OHO) may be contacted on 133 OHO (133 646)

CONCERNS

If you have any concerns about the way staff or GPs are handling your privacy or you need to access your information please speak to one of our staff or to your GP as appropriate. If you are unable to resolve the issue with the practice you can contact the Privacy Commissioner on 1300 363 992 or visit www.privacy.gov.au.

Privacy Commissioner Health Rights Commission
GPO Box 3809 Brisbane Qld 4001
PH: 1300 363 992 www.privacy.gov.au



154 BENNETTS RD
NORMAN PARK 4170
BENNETTS RD
MEDICAL CENTRE

PATIENT INFORMATION LEAFLET

Tel: (07) 3161 0018

APPOINTMENTS

Please ring 3161 0018 for an appointment. If you require a longer consultation, please tell the receptionist when you make your booking. Urgent medical problems will always be dealt with promptly.

HOURS

Monday: 8.30am - 5.00pm

Tuesday: 8.30am - 5.00pm

Wednesday: 8.30am - 5.00pm

Thursday: 8.30am - 5.00pm

Friday: 8.30am - 6.30pm

Saturday: 8.30am - 1.00pm

AFTER-HOURS

When the surgery is closed, please phone National Home Doctors on 137 425.

WHAT HAPPENS WHEN WE COLLECT INFORMATION NECESSARY FOR PROVIDING YOU WITH A HEALTH SERVICE?

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 held 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 of the process and any costs that may be involved.

TO WHOM WE DISCLOSE INFORMATION

- To provide you with a quality health service we may disclose selected personal health information to others involved in your treatment and care such as: a treating hospital, specialist, pathology provider, provider of medical imaging services, pharmacist, dietician, physiotherapist or other allied health practitioner
- We only disclose those details necessary for you to receive appropriate care from the health service concerned
- Limited information (for billing or public health registers) must be disclosed by law to government bodies overseeing the provision of public health services (eg. for billing purposes we are required to provide to Medicare Australia a Medicare number in connection with the type of medical service we provide you).

PRIVACY POLICY

Our practice has developed a policy to protect your privacy in compliance with privacy legislation. Our policy is to inform you:

- That we need your consent to collect information about you
- What personal information is being collected
- Who is collecting your personal information
- How your personal information is being used
- To whom your personal information is being disclosed
- That you may discuss any concerns you have about how we handle your information.

RESPECTING YOUR PRIVACY

Our "Privacy Policy" underpins our handling of privacy issues. Our staff and GPs are trained in good privacy practice. Patient privacy information is available from the practice. Our informed and caring staffs and GPs can advise you on any of your privacy concerns.

FOLLOW-UP OF RESULTS

If your doctor has ordered any investigations, please make an appointment for follow-up of results. If your doctor needs to see more urgently, you will receive a phone call or letter requesting that you make an appointment.

TELEPHONE CALLS

You can ring your doctor during surgery hours. Emergency calls will be put straight through.

SERVICES AVAILABLE

- Check-ups
- Family planning
- Pap smears, Pregnancy tests
- Ante-natal care
- ECG: heart check
- Spirometry: lung test
- Counselling
- Vaccination: children, travel
- Minor surgery: suturing cuts, removing moles, skin cancers
- Liquid nitrogen 'freezing' therapy for sunspots and warts
- Weight control
- Nutrition advice
- Skin checks
- Recalls/Reminder Systems are in place for patients' convenience.