

# **YOUR PRIVACY OUR CONCERNS**

## **What happens when we collect your information**

- We will only collect information when 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.

## **What happens when we collect your information**

You can access your personal health information held by the practice. If you need to access your records, practice staff can advise you regarding the process and any costs involved.

## **To whom do 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, 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 registrars) must be disclosed by law to government bodies overseeing the provision of public health services: for example, for billing purposes we are required to provide the Health Insurance Commission (HIC) a Medicare number in connection with the type of medical service we provided you.

## **Respecting your privacy**

- Our "Privacy Policy" outlines the handling of privacy issues.
- Our staff and GP's are trained in good privacy practice.
- Patient privacy information is available from the practice.
- Our informed and caring staff and GP's 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 3234 7373.

## **Consent**

We consider that patients attending this practice expect that information provided will be used only to assist in managing their health.

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 patient would reasonably expect 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 a 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 care when it is needed.

## **Definitions**

Health information means:

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

Health service means:

- An activity performed in relation to an individual that is intended or claim (expressly or otherwise) by the individual or the person performing it:
- To assess, record, maintain or improve the individual's health
- To diagnose the individual's illness or disability or suspected illness or disability
- The dispensing on prescription of a drug or medicinal preparation by a pharmacist

**Nambour Medical Centre**

*14 Daniel St*

*Nambour QLD 4560*

*Phone: (07) 5441 4033 Fax: (07) 5441 6896*