

PROVIDING HEALTH INFORMATION TO ANOTHER MEDICAL PRACTICE SHOULD YOU REQUEST THAT

If an individual wants to transfer their care from Centre Health Medical Centre to another service provider, they can authorize the disclosure of health information from us to the new provider. A request to transfer medical records must be signed by the patient giving us authority to transfer their records. There is a \$25 expense related to the transfer. The patient is advised prior to sending the medical records and once the fee had been paid we process the request as soon as possible, this fee is negotiable with the treating doctors consent, for example if an elderly doctor who may retire soon and it is necessary for the patient to change doctors or for people who have special circumstances. All files are sent securely either by electronic means or via registered post.

THE USE OF YOUR HEALTH INFORMATION FOR QUALITY ASSURANCE, RESEARCH AND PROFESSIONAL DEVELOPMENT

Where Centre Health Medical Centre seeks to participate in human research activities and/or continuous improvement (CQI) activities, patient anonymity will be protected. Centre Health Medical Centre will also seek and retain a copy of patient consent to any specific data collection for research purposes.

Research requests are to be approved by the Practice Principle/ Practice Partners and must have approval from a Human Research Ethics Committee (HREC) constituted under the NH&MRC guidelines. A copy of this approval will be retained by the practice.

Practice Accreditation is a recognized peer review process and the reviewing of medical record for Accreditation purposes has been deemed as a "secondary purpose" by the Office of the Federal Privacy Commissioner. As a consequence patients are not required to provide consent.

INFORMING NEW PATIENTS ABOUT PRIVACY ARRANGEMENTS

Centre Health Medical Centre has privacy posters in our waiting rooms. Patients are also encouraged to read these disclosures when joining Centre Health Medical Centre

RETAINING YOUR HEALTH RECORDS

Patient Health Records must be kept until the patient is 25 years of age if a child, or a minimum of 7 years following the last year of the patients attendance, whichever is greater.

This practice retains paper medical records for a minimum of 7 years. Inactive electronic patient records are retained indefinitely or as stipulated by the relevant national, state or territory legislation.

Patient accounts records are also retain for a minimum of 7 years.

Records of Drugs of Addiction stock and administration must be retained for a minimum of 3 years.

Where our patients have chronic conditions of genetic diseases, or at the doctors discretion their record are kept for 7 years.

Records of patients that have been sought for legal purposes are retained for 7 years.

Records of deceased patients are kept for 7 years following the year of death.

This practice has processes in place to allow for timely identification, of information to be culled, stored or archived and to enable timely retrieval of paper based patient health records.

ADDRESSING COMPLAINTS ABOUT PRIVACY RELATED MATTERS

Patients are able to forward complaints orally or written. Centre Health Medical Centre will document and investigate your complaint. Centre Health Medical Centre can address complaints about privacy related matters by recording the complaint and ensuring that systems that led to these circumstances occurring are reviewed and adjusted.

If the complaint is not resolved, the patient can report to the Privacy Commissioner. When the Privacy Commissioner receives a complaint the individual must in most cases be referred back to the provider to give the provider a chance to resolve the complaint directly.

National Privacy Commissioner

Privacy hotline 1300 363 992.

GPO Box 5218

Sydney NSW 2001

<http://www.privacy.gov.au/complaints>



CENTRE HEALTH MEDICAL CENTRE PRIVACY POLICY

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This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff and healthcare providers.

Where Everything Centers on Your Health

WHAT INFORMATION IS COLLECTED

We collect personal information regarding your demographic, social and physical details. This information is usually your full name, address, cultural background, DOB, occupation, next of kin.

We also collect information related to your health care needs. This information may include reports from specialist health care providers, blood & x-ray and other investigation reports and all other correspondence that is addressed to your doctor and arrives via mail, fax or electronic means.

Your doctor also keeps a medical file which he creates over your time as our patient. The doctor updates this file with your medical history, past illnesses and diagnosis, past treatment plans and their outcomes.

This practice is bound by the Federal Privacy Act (1988) and National Privacy Principles, and also complies with the Health Records and Information Privacy Act NSW 2002 when handling your personal information.

WHY INFORMATION IS COLLECTED

Your information is collected to enable our Doctors and Staff to coordinate and manage your primary health care

HOW CENTRE HEALTH MEDICAL CENTRE MAINTAINS THE SECURITY OF INFORMATION HELD AT THE PRACTICE

Centre Health Medical Centre holds all personal information securely, whether in electronic format, in protected information systems or in hard copy format in a secured environment.

- Computer system safeguards, including password protection with required regular changes to passwords, screensavers
- Providing lockable security for paper records;
- Information is transferred securely (for example, not transmitting health information via non-secure e-mail)

THE RANGE OF PEOPLE WITHIN THE CENTRE HEALTH MEDICAL CENTRE TEAM WHO MAY HAVE ACCESS TO YOUR RECORDS AND THE SCOPE OF THAT ACCESS

Doctors, Nurses and Allied Health workers involved in the care of patients within Centre Health Medical Centre have full access to the patient's health record and a clinical handover occurs whenever there is an interface of care by different providers.

If requested administration staff can access limited information from the patients' health record for example contact information, following up recalls, and whether test results have arrived.

Under no circumstances are employees of this practice to discuss or in any way reveal patient conditions or documentation to unauthorised staff, colleagues, other patients, family or friends, whether at Centre Health Medical Centre or outside it, such as in the home or at social occasions. This includes patient's accounts, referral letters or other clinical documentation.

GAINING ACCESS TO YOUR OWN HEALTH INFORMATION ON REQUEST

Upon request Centre Health Medical Centre allows individuals to access health information held about them, and individuals to correct that information if they believe it is not accurate, complete or up-to-date. The right to access information **only permits individuals to seek access to their own health records.**

Forms of access

Access may be provided in a number of different ways. For example, an individual may:

- Look at the information and talk through the contents with their doctor;
- Obtain a copy of the information (for example, a photocopy in the case of paper records, or a copy of an x-ray) or take notes on the content;
- Listen to or view the contents of an audio or video recording; or obtain a print-out of the information if it is stored electronically, or be given an electronic copy of the information

THE WAY CENTRE HEALTH MEDICAL CENTRE GAINS YOUR CONSENT BEFORE DISCLOSING YOUR PERSONAL HEALTH INFORMATION TO THIRD PARTIES

Centre Health Medical Centre will only interpret and apply a patient's consent for the primary purpose for which it was provided. Staff must seek additional written consent from the patient if the personal information collected may be used for any other purpose.

Centre Health Medical Centre will not disclose personal information to any third party other than in the course of providing medical services, without full disclosure to the patient or the recipient, the reason for the information transfer and full consent from the patient. Centre Health Medical Centre will not disclose personal information to anyone outside Australia without need and without patient consent. Exceptions to disclose without patient consent are where the information is:

- Required by law
- Necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For the purpose of a confidential dispute resolution process

