



@ Bayside

DOCTORS @ BAYSIDE PRIVACY POLICY

Introduction:

At Doctors @ Bayside, protecting patient information and personal information is paramount. This is identified through our privacy policy which all staff are aware of. Our staff are able to explain how we collect, use and disclose medical information when require, or with patient consent.

As of July 2016, our privacy policy is current and reflects our policies and procedures relating to the collection, use and disclose of medical information. Our privacy policy may change slightly from time to time, however, we aim to update and inform our patients as soon as possible. An updated copy of our privacy policy will be able on the website and in the clinic, and will reflect the Privacy Legislation.

Collection:

Doctors @ Bayside collects and stores information in order to provide optimal patient care and also in order to manage our medical surgery.

Information which is collected includes; name, date of birth, gender, telephone numbers and ethnicity. Information regarding previous health conditions and / or family history may also be recorded in order to provide accurate care. All information is stored on our computer medical records.

Information will only be collected from you directly in order to cease a breach of privacy and confidentiality and in order to make sure that your medical records are as accurate and up to date as possible. Sometimes information from specialists, hospitals and / or Emergency Departments, radiologists, pathologists and / or other health care providers needs to be obtained in order to provide you with the most appropriate holistic care.

In the case of an emergency, information from relatives, friends, employees and / or co-workers may be collected (if the incident has occurred at work).

Data Quality and Security:

Ensuring that personal health information is accurate and up to date is essential. In order to complete this accurately, staff may ask you to confirm some of your details, either on arrival, when booking your appointment or both. If any details have changed, please inform our reception staff so that your details can be updated in a timely manner.

Protecting patient information is completed through;

- Passwords on every computer within the surgery
- Various levels of access on our database in order to protect information which is not required by particular staff
- Discarding of paper records once they are no longer required, through shredding

Corrections:

If you believe that information which is recorded in your file is wrong, please speak with reception, either in person or over the phone, in regards to completing an updated patient information / registration form.



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Complaints:

In the event that there is a complaint in regards to your privacy, we ask that you use the Complaint form provided at reception. Once the complaint is received, we will endeavour to resolve it through our complaint handling procedures.

When a complaint is received, if your details have been provided when making the complaint, a letter will be forwarded to you, informing you that we are in the process of acknowledging and resolving your complaint.

If you feel as though a breach has occurred, you can further contact;

Australian Information Commissioner
GPO Box 2999
Canberra ACT 2601
Phone: 1300 363 992
Email: enquiries@oaic.gov.au

Privacy Victoria
Level 11
10-16 Queen Street,
Melbourne Vic 3000
Phone: 1300 666 444
Email: enquiries@privacy.vic.gov.au

Transfer of Medical Information:

As per Doctors @ Bayside's Privacy Policy, the release of medical records is unable to be completed until the request is made in writing, whereby there is a signed request by the patient. If under 18 years of age, the request must be made by a guardian or parent.

Doctors @ Bayside, retains a record of all requests for access to medical information including transfers to other medical practitioners.

Medical records are sent as a hard copy to the medical practice requesting. Transfer of medical records are completed and sent through registered post. Due to privacy obligations, we are unable to send the medical records being requested with the patient.

Contact:

For further information, the clinic can be contacted on 03 9598 0636.

Please speak to either your GP or the Practice Manager for any concerns or issues.

In the event that you are not satisfied with the outcome of your concern or complaint, further information can be sought from;

Office of the Health Service Commissioner
Level 26
570 Burke Street
Melbourne, VIC 3000
Freecall: 1300 582 113
Email: hsc@health.vic.gov.au