



PERSONAL INFORMATION & PRIVACY

AIM

This leaflet aims to explain clearly how personal information about your health is recorded and managed at this practice. Dr Grujic will be happy to discuss this with you.

YOUR PERSONAL HEALTH INFORMATION

Your Doctor and/or nurse need information about your past and present health care in order to provide you with high quality care.

This practice will make sure that you are able to discuss your health with your care provider in private.

Information is called "personal health information" if it concerns your health, medical history of past or future medical care and if someone reading it would be able to identify you.

For this reason, you will be given a Patient Registration Form to provide written information necessary to complete your file. If you are unable or unwilling to complete this form, please discuss with the receptionist.

This practice has a written policy on the Management of Health Information, using information provided by the ASOS, AMA, RACGP and CPMC (medical groups) as well as Solicitors, Insurers and the Government. This policy is available to all patients for inspection.



YOUR MEDICAL RECORDS

Your doctor and/or therapist will do their best to make sure that your medical records:

- Are accurate, comprehensive, well organised and legible.
- Are up to date.
- Have enough information to allow another doctor/nurse to care for you.
- Do not contain offensive or irrelevant comments about you.
- Contain a summary of your care.
- Can be used to remind you, with your permission to return for follow up, check ups and reviews.

Your doctor will only collect information, which is relevant to your medical care. In the case of workers compensation, third party or public liability claims, some non-medical information may be requested. If you are uncertain as to why the information is being collected, ask your clinician.

PROVIDING YOUR INFORMATION TO OTHERS (MEDICAL)

Dr Grujic respects your right to decide how your personal health information is used or disclosed. In all but exceptional circumstances, personal information that identifies you will be sent to other people only with your consent. Gaining your consent is the guiding principle.

It is important that other people involved in your care (diagnosis and treatment) such as the referring GP therapists, and other doctors, are informed of relevant parts of your medical history so they can best care for you. Your doctor may write a referral or letter to another doctor, which, with your consent, will be posted or handed to you for you to take to them. If you have any concerns about this, discuss them with your doctor.

PROVIDING YOUR INFORMATION TO OTHERS (THIRD PARTIES)

Your doctor will not disclose your personal health information to a third party (eg rehabilitation providers, insurance companies, solicitors, employers) unless:

You have consented to the disclosure, or YOUR MEDICAL RECORDS

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- Are up to date.
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PROVIDING YOUR INFORMATION TO OTHERS (THIRD PARTIES)

Your doctor will not disclose your personal health information to a third party (eg. rehabilitation providers, insurance companies, solicitors, employers) unless:

- You have consented to the disclosure, or
- this disclosure is necessary because you are at risk of harm without treatment and you are unable to give consent – for example you might be unconscious after an accident, or
- Your doctor is legally obliged to disclose the information (eg certain infectious diseases, suspected child abuse, or a court order), or
- The information is necessary to obtain Medicare payments or other health insurance rebates, or
- The information is necessary for the doctors in the practice to carry out a review of their practice for the purpose of improving the quality of care provided and the activity has been approved by Government legislation or a medical college. This provides safeguards to protect the confidentiality of the information provided: or
- There is an over-riding of public interest in the release of the information.

In any of the above cases only information which is necessary to achieve the objective will be provided.

Please provide your consent (which may be limited) by signing the Patient Consent to Disclosure Information Form.

USING HEALTH INFORMATION FOR RESEARCH AND QUALITY IMPROVEMENT

We occasionally use patient health information to assist in improving the quality of care we give to all our patients by reviewing the various treatment modalities. We may also use information that cannot be identified with you in research projects to improve health care in the community.

Wherever possible, any information used for research or teaching purposes (including publications) will not be in a form that would enable you to be identified.

YOUR ACCESS TO HEALTH INFORMATION

You may ask your doctor about any aspect of your health care including information in your record, to which you can have access. We believe that sharing information is important for good communication between you and your doctor.

Information in your record can be provided to you by way of an accurate and up to date summary of your care, for instance, if you are moving away and transferring to a new doctor. Do not hesitate to ask your doctor if you want a summary of your care for any reason. If you do make such a request, your clinician will need to take out any information provided by others on a confidential basis as well as considering the risk of or any physical or mental harm to you or another person, which may result from disclosure of your health information.

Your doctor will be pleased to provide a full explanation of the health summary or medical record provided. It is likely that you will be asked to contribute to the cost of providing the information.

RESOLVING CONCERNS REGARDING THE PRIVACY OF YOUR HEALTH INFORMATION

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held by the practice, you should discuss these with your doctor. Inaccurate information will be corrected or your concerns noted in the records if it is not possible or desirable to alter the original record.

Further information on privacy legislation is available from The Office of the Federal Privacy Commissioner **1300 363 992**