

Our Privacy Policy

Doctors' Health is dedicated to providing the best care and service and ensures the privacy and confidentiality of all patients' personal and medical information.

What information do we collect?

Personal information - at the time of your initial consultation you will be asked to provide the following details:

- Your name
- Date of birth
- Address
- Telephone number/s and email
- Medicare number healthcare identifies
- Ethnicity
- Next of Kin

Medical Information - At the time of your initial consultation you will be asked to complete a comprehensive medical history. This medical history of past and present health enables our practitioners to provide you with the highest quality of care.

As per the RACGP's Handbook for the Management of Health Information in General Practice your personal and medical details are stored in a manner complying with all federal and state privacy legislation and complies with the Australian Privacy Principles.

Medical Records

Doctors' Health SA ensures that your medical records comply with the Accreditation Standards of General Practice:

- Accurate
- Up-to-date
- Contains all information to allow another practitioner to provide any required episode of care
- A summary of your care
- Reminders/Recalls for return follow up/review, checkups

Security of Information in the Practice

Australian privacy legislation applies to all personal health information recorded in electronic and paper records. Doctors' Health SA complies with these requirements to protect your information. All records are stored in a secure manner protected against unauthorised access.

All Doctors' Health staff are required to undergo a Police Check prior to commencement. Confidentiality agreements are signed on commencement of employment.

Health Information

Doctors' Health may use some patient health information to enable continued quality of care improvement within the practice.

Research Data - your personal health information will not be used without prior consent. If used the information would be used only in a de-identified manner.

Provision of Your Health Information to Others

Providing/sharing your information with other practitioners is only done so with your consent and/or knowledge.

This sharing of information may be required for:

- Referral and/or continuity of care with Specialists and other healthcare providers
- Information required for you to access Medicare payment or other health insurance rebates
- Insurance/workcover claims

Transfer of Medical Records

This will be provided only when a written request and signed consent is received from you the patient.

Access to Your Health Information

You can request access to your medical record and any other information the practice records about you. If you request access to your medical record your General Practitioner is required to consider if there may be a risk of physical or mental harm to you or any other person that may result from disclosure of your health information. Your doctor may need to remove any information that will affect the privacy of other individuals.

Your General Practitioner is able to provide a full explanation of the health summary or medical record you are provided access to.

Resolving Concerns Regarding the Privacy of Your Health Information

Concerns regarding the privacy of your health information or the accuracy of the information held by the practice, you should discuss these with the Practice Manager or your doctor. Inaccurate information is able to be corrected or your concerns recorded in your medical file. Original notes will be retained for legal reason.

Contact

Our Practice Manager is happy to speak to you at anytime with regards to any questions or complaints you may have with regards to the privacy of your personal information.

