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Doctors and Staff of this Medical Centre have always upheld patient confidentiality to protect the rights of our patients. This principle is regarded by both Doctors and Staff as unbreakable and represents one of the cornerstones of the Doctor/Patient relationship.

Personal Information, Privacy and your General Practitioner



Building a Healthier and Happier Community

This brochure aims to explain clearly how personal information is managed in this Practice. Our Practice follows the “Code of Practice for the Management of Health Information in General Practice” developed by the Royal Australian College of General Practitioners (RACGP). Following the code means that your personal health information is kept private and secure.

- Your consent will be obtained regarding the use and disclosure of your Personal Health information to a third party. It is important however, that other people involved in your care, such as specialists, are informed of relevant parts of your medical history so they can best care for you.
- Reasonable steps will be taken by the Medical Centre to ensure the information held is safe from misuse and unauthorised access.

- If we become aware of a data breach that we expect will impact on the wellbeing of our patients, we will report it to the Office of the Australian Information Commissioner (OAIC).
- Your information will be made accessible (except under certain circumstances) upon request.
- The request must be made in writing.
- All requests will be acknowledged by the Medical Centre within 14 days.
- The information will be provided within 30 days from the original request.
- The Doctor may determine, in certain circumstances that access can only be given by discussion in person.
- If your request is denied, you will be informed in writing, stating the reason why your request has been denied.
- Should you disagree with this ruling you can contact the Office of the Australian Information Commissioner on 1300 363 992 or www.oaic.gov.au
- Information relating to existing or anticipated legal proceedings cannot be accessed.
- A request may be made to update personal information if it is believed this information is inaccurate in any way.
- Details contained in the Health Record can not be deleted. The Amendment will be attached to the original Record.
- Depending on what is involved, you may be asked to contribute to the cost of providing the information.