

Privacy Policy



Purpose

At Parramatta Medical and Dental Centre, we are dedicated and committed to protecting your privacy and the security of the personal information we collect from you. We handle your sensitive details in accordance with the *Privacy Act 1988 (Cth) and Privacy Amendment (Enhancing Privacy Protection) Act 2012* as well as complying with standards set out in the *RACGP Privacy and Managing Health Information in General Practice* and the Australian Privacy Principles (APPs).

KEEPING YOUR PERSONAL INFORMATION PRIVATE and CONFIDENTIAL IN THIS PRACTICE

Personal information

The 'personal information' we collect from you includes your full name, date of birth, address, contact numbers, Medicare number, Pension and/or DVA number, healthcare identifiers, private health insurance fund details, vaccination history, medications, past and current medical history, and results of diagnostic tests and reports from other providers involved in your care.

The health records may provide a medical background as well as any treatment you might need. Our GPs, Allied Health Providers, and Dentist need information regarding your past and present medical history to provide you with high-quality services.

Our Practice has used the privacy policy template available from the RACGP and this has been adapted to reflect how our Practice collects and uses personal information.

Our privacy policy is displayed in the waiting room and on the Practice information sheet and the Practice website and is readily presented to anyone who asks.

Your medical records

Parramatta Medical and Dental Centre takes steps to ensure that your medical records are always held strictly private and confidential, and they are only available to Doctors and authorised Staff. All our Doctors and employees is aware of the privacy and has signed a privacy statement as part of their terms and conditions of employment. This privacy statement continues to be binding on employees even after their employment has terminated.

We also take steps to ensure that your medical records are up-to-date, accurate, complete and legible, contain a summary of your care to allow another GP to care for you, and it can also be used to remind you with your permission to return for follow up and reviews.

Access to your health information

You have the right to request access to your medical records and any other information held by our Practice. Your GP will need to consider if such access is believed to cause risk of harm to yourself or any other person that may result from disclosure of your health information. Your GP may need to remove any information that will affect the privacy of other individuals.

Sharing information is important for good communication between you and the Practice. Your GP can provide a full explanation of the health summary or medical records you are provided access to.

If a fee is charged for providing access to your health records, you will be advised of the cost in advance.

Using email in our Practice

Emails are sent via various modes and are at risk of being intercepted, tampered, or hijacked. Patients information are not to be sent via email unless it is securely encrypted and consented by both the relevant Practitioner and the recipient according to the industry and Best Practice standards.

We encourage all patients not to send personal health information to the Practice via email as it is not safe. We also do not answer any clinical questions via email nor response to any email due to the privacy and confidentiality of your personal information. We encourage all patients to make an appointment to see your preferred GP to discuss your medical issues privately.

Our Practice uses email disclaimer as shown below:

PRIVATE AND CONFIDENTIAL

The information contained in this email is confidential. If you are not the intended recipient, you may not disclose or use the information in this email in any way and should destroy any copies. Parramatta Medical and Dental Centre does not guarantee the integrity of any emails or attached files. The views or opinions expressed are the author's own and may not reflect the views or opinions of Parramatta Medical and Dental Centre.

Practice Privacy Officer

The *Practice Manager* has designated responsibility for ensuring the privacy and security of personal health information held within our Practice including implementing, monitoring the Practice's privacy policy as well as liaising with the Practice Team members and patients for any issues related to the privacy of their personal health information.

Patient rights

We respect your rights to privacy. If you have any questions or concerns, complaints, or suggestions about any aspect of our services, we would appreciate hearing about them and will take the matter seriously. Inaccurate information can be corrected, or your concerns noted in your records. For legal reasons, the original notes will be retained.

If you feel that your complaints or concerns is not dealt with adequately by our Practice, you can refer your complaints or concerns directly to:

NSW Health Care Complaints Commission

Locked Mail Bag 18, Strawberry Hills NSW 20125

Phone: 1800 043 159

Email: hccc@hccc.nsw.gov.au