

Mackay Family Medical Practice

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Privacy Policy Brochure

Aim

This brochure provides information to patients as to how their personal information including health information is collected and used within the practice, and the circumstances in which we may disclose it to third parties.

What Personal Information is collected

This practice will need to collect personal information for the primary purpose of managing a patient's healthcare and for claims and payments.

The information collected will include:

- Names, addresses and contact details
- Medicare number
- Healthcare identifiers
- Medical information: including history, medications, allergies, adverse events, immunisations, social history, family history and risk factors

When personal information is collected

- Practice staff will collect patient's personal and demographic information via new patient registration at 1st visit and will verify that information is correct and up to date at each visit.
- During the course of providing medical services: clinical staff will collect further information from patients.
- From a guardian or responsible person or from other healthcare specialists

Consenting to the practice collecting information

The new patient form includes the collection and use statement/ consent and privacy and confidentiality information.

Patients are encouraged to pay attention to the collection statement and the information about the management of collected information and patient privacy.

If you are a long term or existing patient you may wish to review the collection statement and the information about the management of collected information and patient privacy. Please ask

reception for a full copy of our "Health Information Collection and Use Consent form".

Security of information at the practice

Mackay Family Medical holds all personal information securely, in an electronic format, in protected information systems. Your personal information is protected by different levels of security passwords for doctors, practice nurses, reception staff and allied health professionals. Non - Medical staff have limited access to medical information. Passwords protect your record from unauthorized access. Staffs are bound by strict confidentiality requirements under the conditions of their employment.

How your personal information may be used

Personal information will only be used for the purpose of providing medical services and for claims and payments/ administrative purposes, unless otherwise consented to.

In this practice it is customary for all doctors to have access to all the medical records. This practice will not disclose your personal health information to a third party unless:

- You have consented to the disclosure
- Disclosure is necessary to lessen or prevent a serious threat to an individual's life, health or safety or public health or safety
- It is required by law e.g. notifiable diseases
- The GP suspects unlawful activities
- You are incapable (e.g. unconscious)
- To assist in locating a missing person

Providing your information to other doctors

Other doctors and health professionals involved in your care may be informed of relevant parts of your medical history e.g. when you referred to see a specialist, medical tests etc.

Quality improvement and research

The practice may use your information for research and quality assurance activities to improve individual and community care. Usually this information is de- identified but should identifiable Information be required you will be informed and given an opportunity to "opt out"

Reminder letters and preventative healthcare

Our practice provides our patients with appointment reminders and preventive care and early case detection reminders e.g. immunizations, annual health checks, skin checks, chronic disease care

plans and pap smears. Patients are able to "opt out" of this service: please advise your doctor.

Transferring your record to another practice

Mackay Family Medical can transfer a summary of your medical file to another practice on the receipt of a signed authority from the patient. If your full medical file is required there is a nominal fee to cover administration costs. Our doctors are happy to speak to other doctors on the phone to provide assistance if needed.

Retention of your health record

Patient health records must be kept for a minimum of 7 years after the last consultation or until a child reaches 25 years of age. Inactive electronic records at Mackay Family Medical are kept infinitely.

Your medical record

Your doctor will make every effort to ensure that your medical record is accurate, comprehensive, well organized and legible.

The practice will take reasonable steps to correct personal information where it is satisfied that they are not accurate or up to date. Patients may request the practice corrects or updates their information, in writing.

Access to your health information

The practice acknowledges patients may request access to their medical records. There are several different ways that this can be accommodated and there may be a fee involved. Patients are encouraged to request this in writing (receptionists can supply patients with the "MFMP Request for Personal Info 2014" form and the practice will respond within a reasonable time frame.

Privacy Concerns

The practice takes complaints and concerns about the privacy of patient's personal information seriously. Patients should express any privacy concerns in writing. Complaint forms are available at front reception. The practice will then attempt to resolve it in accordance with our complaints resolution procedure.

Office of the Health Ombudsman

Ph. 133646

PO Box 13281 George Street

Brisbane Qld 4003

complaints@oho.qld.gov.au

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Privacy Policy has been developed for compliance with requirements of the following:

- Federal Privacy Act (1988)
- Australian Privacy Principles (APP)

Related Resources:

- Office of the Federal Privacy Commissioner: Guidelines on Privacy in the Public Health Sector
- The Royal College of General Practitioners: Handbook for Management of Health Information in General Practice