**WHAT HAPPENS WHEN WE COLLECT YOUR INFORMATION?**

* We will only collect information necessary for providing you with a health service
* Where practical we will only collect information directly from you
* We seek your assistance to ensure that information we hold about you is accurate and up to date.

**ACCESS TO YOUR INFORMATION**

* You can access your personal health information held by the practice. If you need access to your records, practice staff can advise you regarding the process and any costs involved.

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**TO WHOM DO WE DISCLOSE INFORMATION?**

To provide you with a quality health service we may disclose selected personal health information to others involved in your treatment and care, such as:

* A treating hospital
* A specialist
* A pathology provider or provider of medical imaging services (for example x-rays)
* A pharmacist
* An allied health professional such as a dietician or physiotherapist.

We only disclose those details necessary for you to receive appropriate care from the health service concerned.

Limited information, for billing or public health registers, must be disclosed by law to government bodies overseeing the provision of public health services. For example, for billing purposes we are required to provide Medicare Australia with a Medicare number in connection with the type of medical service we provide you.

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**RESPECTING YOUR PRIVACY**

* Our Privacy Policy underpins our handling of privacy issues
* Our staff and doctors are trained in good privacy practice
* Patient privacy information is available from the practice
* Our staff and doctors can advise you on your privacy concerns.

**CONCERNS**

* If you have concerns about the way staff or doctors are handling your privacy or you need to access your information, speak to our practice staff or your doctor, as appropriate
* If you are unable to resolve an issue with the practice you can contact the **Office of the Australian Information Commissioner on**

**1300 363 992**

* Further information can be obtained from www.oaic.gov.au

**CONSENT**

We consider

* Patients attending this practice expect that information provided will be used only to assist in managing their health care
* Patients would reasonably expect that selected personal health details will be disclosed to other health services directly involved in providing a health service to the individual. For example, if a blood sample is taken we anticipate that the patient would reasonably expect that the pathology service provider will receive details clearly identifying who the sample was taken from (patient name, contact details, date of birth) and what tests the doctor is requesting be conducted on the sample.

If you are concerned about any related secondary use or disclosure of your personal health information you should speak to your doctor (or practice staff, if appropriate) about your concerns.

**SHOULD I SIGN A CONSENT FORM ?**

By signing consent to the use and disclosure of your personal health information you can assist the practice to ensure that necessary information is available to those involved in your health care when it is needed.

**DEFINTIONS**

**Health information**. Information or an opinion about

* The health or a disability (at any time) of an individual or an individual’s expressed wishes about the future provision of health services to him or her or a health service provided, or to be provided, to an individual; that is also personal information
* Other personal information collected to provide, or in providing, a health service
* Other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her organs or body substances.

**Health service.** An activity performed in relation to an individual that is intended or claimed, expressly or otherwise, by the individual or the person performing it

* To assess, record, maintain or improve the individual’s health
* To diagnose the individual’s illness or disability
* To treat the individual’s illness or disability or suspected illness or disability
* The dispensing or prescription of a drug or medicinal preparation by a pharmacist.

**PATIENT PRIVACY BROCHURE**

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**REDCLIFFE**

**BEACH CLINIC**

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Dr Ali Day

Dr Ajay Verma

Dr Vahid Shahsanaei

Nurse Denise EEN

Nurse Kimberley RN

Practice Manager Gayle Wornes

Receptionist & RN Darryl Hockridge