

**If you would like further information, assistance or advice about how we handle your personal health information or need to arrange access to your records, please talk to our receptionists.**

Ararat Medical Centre  
55 High Street  
ARARAT VIC 3377

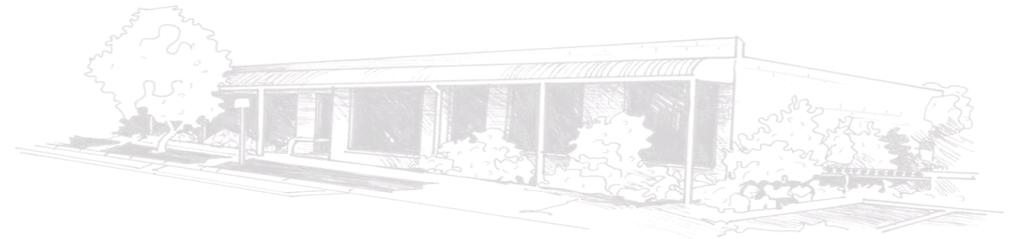
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**QIP/AGPAL**  
SPECIALIST IN ACCREDITATION,  
QUALITY AND RISK MANAGEMENT

# ARARAT MEDICAL CENTRE



## **PROTECTING YOUR PRIVACY**

### *Patient Information*



ARARAT MEDICAL CENTRE

**Your privacy has always been a priority at the Ararat Medical Centre. In accordance with the Privacy Amendment (Private Sector) Act 2000, all health information collected, used, disclosed and stored at this practice is treated with the highest standards possible to make sure that your privacy is maintained.**

#### **WHAT INFORMATION DO WE COLLECT ABOUT YOU?**

The Ararat Medical Centre collects personal information, including sensitive information about clients, staff and contractors before and during the course of an individual's request for services from our facility.

This may be in writing, in an electronic form or in the course of conversations.

If you provide the Ararat Medical Centre with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to us and why, that they can access that information if they wish and that the Ararat Medical Centre does not usually disclose this information to third parties.

#### **WHY DO WE COLLECT YOUR INFORMATION?**

The primary purpose of collecting this information is vital for us to provide you with quality health care. We also use the information to better manage and plan our service, enabling us to refer you to other services that would be beneficial to your health. Reasons include:

- Diagnosis and treatment of your problem, including communicating with practice staff, specialists and other healthcare providers involved in your care.
- Healthcare prevention.
- Accreditation and Quality Assurance.
- Billing and collection of professional fees.
- For work-related or medico-legal reasons.
- Teaching and research.

Some of the information we collect is to satisfy the organisation's legal obligations, particularly to enable the organisation to discharge its duty of care.

Laws governing or relating to the operation of Ararat Medical Centre require certain information to be collected and disclosed. These include relevant Health Records Acts, Health Act and other Public Health laws.

Health information about our clients, staff and contractors is sensitive information within the terms of the Australian Privacy Principles under the Privacy Act.

#### **HOW DO WE HANDLE YOUR HEALTH INFORMATION?**

The Ararat Medical Centre from time to time discloses personal and sensitive information to others for administrative and health care related purposes. It is important that these people involved in your care, such as other doctors or health professionals, are informed of relevant parts of your medical history so they can best care for you. These include pathology, radiology, hospital and specialist opinions and services, other health organisations or providers, government departments such as Medicare or your health insurer. Your doctor will let you know before this occurs. If you have any concerns about this, discuss them with your doctor.

We will require your consent to use this information for any of these purposes.

Personal information collected from patients, staff and volunteers may be stored on electronic or other media outside of the organisation, such as in the 'cloud' which may mean that it resides on servers which are situated outside Australia.

#### **SECURITY OF INFORMATION IN THE PRACTICE**

We ensure that any of your personal information that we hold is kept private. There are practices and procedures in place to protect your record from any unauthorised access.

#### **CAN YOU ACCESS YOUR HEALTH INFORMATION?**

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

The Ararat Medical Centre's Privacy Policy sets out how a patient, staff member or contractor may seek access to personal information collected about them. However, there will be occasions when access is denied. For example, access would be denied where that access would have an unreasonable impact on the privacy of others, where access may result in a breach of the organisation's duty of care to the individual or where an individual has provided information in confidence.

The Ararat Medical Centre's Privacy Policy also sets out how you may complain about a breach of privacy and how they will deal with such a complaint.

#### **USING A HEALTH SERVICE ANONYMOUSLY**

There are situations where you may wish to remain anonymous when seeking health care. Wherever this is lawful and practicable, you may request anonymity.