This research must be approved by an official ethics committee.

Wherever practicable, the information used for research will not be in a form that would enable you to be identified. The publication of research results which use your information will never be in a form that enables you to be identified.

**SECURITY OF INFORMATION IN THE PRACTICE:**

Federation Clinic has systems in place to protect the privacy, security, quality and integrity of the personal health information held electronically.

All staff are trained in information security policies and procedures. Information held at this Practice is only accessible to authorised personnel.

Practice computers and servers comply with guidelines set by the Royal Australian College of General Practitioners including sound backup systems.

**YOUR ACCESS TO YOUR HEALTH INFORMATION:**

You have access to the information contained in your medical record. You may ask your doctor about any aspect of your health care including information contained in your health record. If you request a summary or copy of your full medical record, your doctor will need to take out information provided by others on a confidential basis. Your doctor will also need to consider the risk of any physical or mental harm to you or any other person which may result from disclosure of your health information. You may be asked to contribute to the cost of providing this information.

**RESOLVING CONCERNS YOU MAY HAVE ABOUT YOUR PERSONAL HEALTH INFORMATION:**

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information contained in your health record held by this practice, you should discuss these concerns with your doctor. Inaccurate information may be corrected or your concerns noted in your health record if it is not possible or desirable to alter the original record.

**FURTHER INFORMATION REGARDING PRIVACY LEGISLATION IS AVAILABLE FROM:**

Office of the Federal Privacy Commissioner

Phone: 1300 363 992

Office of the Health Services Commissioner (Vic)

Phone: 1800 136 066

Community and Health Services Complaints

Phone: 02 6205 2222

Office of the NSW Privacy Commissioner

Phone: 02 9268 5588



1 FORDE COURT. WEST WODONGA VIC 3690

**PH: 6059 2500 FAX: 6059 4442**

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**PRIVACY**

**AND YOUR**

**PERSONAL HEALTH**

**INFORMATION**



Federation Clinic is Accredited with Australian General Practice Accreditation Limited (AGPAL)

**YOUR PERSONAL HEALTH INFORMATION:**

To assist in providing high quality care, your doctor requires information relating to your past and present health conditions.

“Personal Health Information” is information that can identify you and that relates to your health, medical history, past or future medical care.

Federation Clinic follows the ‘Code of Practice for the Management of Health Information in Medical Practices’ developed by the Royal Australian College of General Practitioners. This means that your personal health information is kept private and secure. The approach used in the Code is consistent with the provisions of Federal and State legislation.

**YOUR MEDICAL RECORDS:**

Your doctor will do their best to ensure that your medical records:

* are up-to-date and contain a summary of your care
* are accurate, comprehensive, organised and legible
* contain enough information to allow another doctor to be able to care for you
* do not contain irrelevant or offensive comments about you
* can be used to remind you, with your permission, to return for follow up appointments and reviews

Your doctor will only collect information which is relevant to your medical care. If you are uncertain as to why information is being requested or recorded, please ask your doctor.

**PROVIDING YOUR INFORMATION TO OTHER CARE PROVIDERS:**

Federation Clinic respects your right to decide how your personal information is used or disclosed, including to other doctors. In all but exceptional circumstances required by law, personal information that identifies you will only be sent to other people with your consent. Gaining your consent is the guiding principle. It is important that other people involved in your care, such as other doctors, are informed of relevant parts of your medical history so they can provide the best possible care. At Federation Clinic, as is customary with most group practices, all doctors in the practice have access to all the medical records. This allows one of our other doctors to assist in providing your care when your usual doctor is away or unavailable. If you have any concerns about this please speak with your doctor.

**PROVIDING YOUR INFORMATION TO OTHER THIRD PARTIES:**

Federation Clinic will not disclose your personal health information to a third party unless:

* you have provided consent for the disclosure
* the disclosure is necessary because you are at risk of harm without treatment and you are unable to give consent, for example, if you were unconscious after an accident
* your doctor is legally obliged to disclose the information, for example, notification of certain infectious diseases, suspected child abuse, subpoena or court order.
* the information is necessary to obtain Medicare payments or other health insurance rebates
* disclosure is necessary for the doctors at Federation Clinic to carry out a review of their practice for the purpose of improving the quality of care provided and the activity has been approved under Federal or State legislation or by a medical college. This provides safeguards to prevent the confidentiality of the information provided
* there is an overriding public interest in the release of the information

In any of the above cases only information which is necessary to achieve the objective will be provided.

**USING HEALTH INFORMATION FOR TRAINING, QUALITY IMPROVEMENT AND RESEARCH:**

Medical records may be accessed by visiting medical educators and/or general practice supervisors from another Practice for the purpose of GP Registrar training.

We use patient health information to assist in improving the quality of care we give to all of our patients by reviewing the treatments and processes used at Federation Clinic.

We may also use information that does not identify you in research projects to improve health care in the community.

In some instances, where the research serves an important public interest, identifiable medical records can be used for medical research without your consent under guidelines issued by the National Health and Medical Research Council.