

# Privacy Policy

Your medical record is a confidential document. It is a policy of this practice to maintain the security of personal health information at all times, and to ensure that this information is only available to authorized members of staff. This applies to both electronic and paper based information.

The information we collect about your health can include current health and medications, previous illnesses and accidents, family illnesses, immunisations, allergies, previous test results, use of alcohol, tobacco and other drugs. If there is anything you do not wish to be recorded in your medical record please let your doctor know.

To ensure continuity of care, your health information may be shared with other health care providers with your consent, for example, medical specialists, allied health providers, hospitals. When you attend a different doctor at this practice, they will have access to your medical records.

We also collect information about your identity and contact details for billing purposes. We will also use this information for our recall and reminder system, e.g. to send reminders of cervical smears, immunizations, etc. If you do not wish to receive reminders, please let us know. Results of pap tests and HPV tests taken at this clinic are routinely forwarded to the Pap test Registry - please let us know if you do not want your test result forwarded.

If there is a change in your contact details, please let us know.

In certain situations, doctors may be legally bound to disclose your information. For example reporting certain infections to the Department of Human Services, reporting suspected child abuse, submitting medical records to courts or tribunals.

At times doctors at this practice participate in teaching and research activities. Participation will only occur with your consent. Occasionally we may use de-identified information for auditing purposes.

We will maintain medical records on a longterm basis, at least seven years after your last consultation. We will retain medical records of children and adolescents until they reach the age of 25, or for at least seven years after the last consultation, whichever is greater. If your information is no longer needed at this time, it will be destroyed in a secure manner.

At this practice paper-based letters and investigation results are scanned and saved electronically in your medical record. When these paper-based copies are no longer required, they are destroyed in a secure manner.

We will provide a summary or copy of your medical records if you transfer care to another doctor. We require your written consent before this can occur.

Under Australian Privacy Legislation you have the right to access and read your medical records, and to request correction of any inaccuracies. There may be charges involved in providing copies of your records. Requests to access information may be made to:

The Practice Manager  
Doctors of Glenroy  
7-15 Glenroy Rd  
Glenroy 3046