

THE JUNCTION GENERAL PRACTICE

P C Martin Pty Ltd ACN No: 002 618 644

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**INFORMATION HANDLING PROCEDURES
PRIVACY POLICY**

The Junction General Practice is committed to providing quality health care for its patients. We recognise the importance of ensuring that our patients are fully informed and involved in their health care. In compliance with the Privacy Amendment (Private Sector) Act 2000 The Junction General Practice has prepared this Privacy Policy to describe the way in which personal information is collected, stored, used, and disclosed.

We are bound by the Privacy Act 1988 which regulates the handling of personal information about individuals, The Privacy Amendment (EPP) Act 2012 effective from 12 March 2014 and the NSW Health Privacy Principles in the Health and Information Privacy Act 2002. A copy of the act can be found on www.oaic.gov.au.

As part of our commitment to providing quality care it is necessary for us to maintain files pertaining to your health. The files contain the following type of information:

- Personal details (your name, address, date of birth, Medicare number)
- Your medical history:
 - Notes made during the course of your consultation
 - Referrals to other health service providers
 - Results and reports received from other service providers

The information is handled with the upmost respect for your privacy. The file will be accessed by your medical practitioner, and by other medical practitioners in the practice. It may also be necessary for our staff to handle your file from time to time to address the administrative requirements of running a medical practice. Our staff are bound by strict confidentiality requirements as a condition of employment and these requirements will be observed if it is necessary for them to view your records.

At times, to ensure the function of our practice, it may be necessary to allow external organizations to access our practice and possibly, to view the medical records. Any external organization that provides service or advice to this practice will be aware of the need to preserve the requirement of the Privacy Act and will be bound by a confidentiality agreement.

Ordinarily we will not release the contents of your medical file without your consent. However, we advise that there may be occasions where we will be required to release the details of your file irrespective of whether your consent to the disclosure of the information is given. This will occur where the law requires disclosure, such as a pursuant to a subpoena.

COMPLAINT HANDLING

Any complaints in relation to the handling of personal information should be directed to the Privacy Officer. The complaint should be lodged in writing. A written response to the complaint will be provided within 30 days. If an individual believes their complaint has not been appropriately handled, they should contact the Office of Federal Privacy Commissioner, Privacy Hotline 1300 363 992 or www.privacy.gov.au