

& YOUR PRIVACY

As a valued patient of the Christies Beach Medical Centre (CBMC), we acknowledge our role as your primary health care provider, and are committed to protecting the privacy of your personal and sensitive information. Our principal concern is to provide you with a quality health care service.

The information you provide to us is handled in accordance with the CBMC Privacy Policy¹, which reflects the private sector amendments to the Privacy Act 1988².

The purpose of this pamphlet is to outline how your personal and sensitive information is handled by the Christies Beach Medical Centre, in accordance with the practice's privacy policy and the relevant privacy legislation.

You are entitled to know what personal information is held about you, how it is used, to whom and under what circumstances it may be disclosed, when consent for disclosure is required, and how the information is stored.

The Christies Beach Medical Centre will endeavour to protect the privacy of your personal and sensitive health information.

The collection, use & disclosure of your personal information.

The Christies Beach Medical Centre requires the collection of accurate personal information to ensure your health needs are met. Obtaining the correct personal and health details will ensure that our Practice Staff, outside Specialists and other health care providers can adequately support the diagnosis and treatment of your health problem.

We may also use your personal information for the primary purpose (e.g. diagnosis) of your attendance to CBMC, or the directly related secondary purpose which may include: administrative processes associated with your consultation (e.g. billing and medical rebate purposes); accreditation, quality assurance and clinical audit purposes; medico-legal reasons; and (upon specific patient consent) training of practice staff.

In some instances, information may be shared with other health care providers to ensure the continuity of your health care (e.g. for referral purposes). This release of information will be conducted in your best interest, and for the primary and secondary purposes outlined in the Privacy Act 1988 and subsequent amendments.

There are also circumstances where a medical practitioner is legally bound to disclose personal information, for example, in the mandatory reporting of communicable diseases.

All personal and sensitive information provided to us is held on our premise, in confidence.

Access to information.

As a patient of the Christies Beach Medical Centre, you have the right to access information that has been collected after 21 December 2001, regarding your health care.

You also have access to information collected before this date, if the information pertains to a medical problem that is currently being treated by a doctor at CBMC. Please ask to speak to the Privacy Officer for clarification of access to medical records and personal information.

There are some circumstances where the request for access may be denied. If this occurs, a full explanation regarding the reasons for denial will be provided.

Parents, guardians & children.

The right of children to privacy of their health information, based on the professional judgment of the doctor and consistent with the law, might at times restrict access to this information by parents or guardians.

1 The CBMC Privacy Policy document is available on request.

2 The Privacy Act 1988 is available on request.

Comments & complaints.

If you have any concerns or comments about the implementation of the Privacy Act 1988 to the Christies Beach Medical Centre, then please feel free to ask your doctor, the reception staff, the privacy officer, or the practice manager.

In person, or on the following contact details:

The Privacy Officer

Christies Beach Medical Centre

Address:

PO Box 95 Christies Beach 5165, or
100 Beach Road Christies Beach 5165

Telephone: (08) 8384 4444

Facsimile: (08) 8384 7374

If the staff of Christies Beach Medical Centre are unable to clarify your request, please contact the Federal Privacy Commissioner on the following contact details:

Privacy Hotline: 1300 363 992

Website: www.privacy.gov.au

Postal address: GPO Box 5218
Sydney NSW 1042

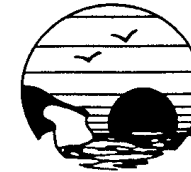
Location: Level 8 Piccadilly Tower
133 Castlereagh Street
Sydney NSW 2000

The information used to create this information pamphlet is derived from various sources. Please ask CBMC management for identification of those sources.

The National Privacy Principles (NPPs).

The Federal Privacy Act incorporates 10 National Privacy Principles (NPPs) that set out the rules for the handling of personal information. The Christies Beach Medical Centre has developed a Privacy Policy that complies with the privacy legislation and the 10 NPPs. The NPPs are as follows:

- 1. Collection:** You should be made aware you're your personal information is being collected, and for what purposes we are collecting it.
- 2. Use & Disclosure:** Outlines how your information may be used within and disclosed to organizations outside the medical centre.
- 3. Data Quality:** We must keep information accurate, up-to-date and complete, but we can only do it with your help. Please let the receptionist know if your details have changed.
- 4. Data Security:** We must protect your information from misuse, loss and unauthorized handling.
- 5. Openness:** We must have a Privacy Policy (the pamphlet you are reading now is a summary of that document) that informs you about how we handle and protect your personal information.
- 6. Access & Correction:** As a patient of CBMC, you have a general right of access to, and the right to correct information we hold about you.
- 7. Identifiers:** We are restricted on the use of Commonwealth government identifiers (e.g. medicare numbers, pension and health care card numbers).
- 8. Anonymity:** You are able to deal with CBMC anonymously (wherever practicable and lawful).
- 9. Transborder data flows:** Regulates the overseas transfer of personal information.
- 10. Sensitive information:** Your consent is usually required when we collecting your health information.



*Christies Beach
Medical Centre*

P R I V A C Y

P O L I C Y

a patient's guide

The Privacy Officer
Christies Beach Medical Centre

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or, 100 Beach Road Christies Beach 5165

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