



Privacy Policy

This practice has developed a policy to protect patient privacy in compliance with Australia's privacy legislation (National Privacy Principles).

Collection and use of your information

To provide a quality ongoing health care service, this practice collects information about its patients. Sensitive information such as your current and previous medical conditions and family health history are necessary to provide an accurate diagnosis, appropriate treatment and ongoing health care.

Other personal information is required so we can contact you about your health and for billing and refund purposes. We also collect information regarding your next of kin and emergency contact in case we need to contact them on your behalf in a medical emergency.

Disclosure of your information

To provide continuity of care, the information we collect about you may be shared with other health care providers (doctors, hospitals, pathologists, specialists, etc.). Upon request, relevant information will be made available to another health service provider but no additional unnecessary data is shared.

Your medical record is a confidential document. It is the 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 authorised members of staff.

Doctors may be legally bound to disclose your information in certain situations, such as for medical defence purposes and reporting communicable diseases. Records must also be disclosed under court orders, subpoenas, search warrants and Coroner's Court cases.

Children and other dependant relatives also have the right to privacy of their health information. Access by other individuals (e.g. parents, guardians, carers, etc.) will be determined by medical and legal privacy requirements, and each request for access will be addressed individually.

If research is conducted, we ensure that each patient provides informed consent for his/her personal health information to be released. This would mostly be in a de-identified format unless direct patient contact is required.

Data quality and security of your information

It is the policy of this practice to maintain accurate, up-to-date and complete records. You can help us in this task by informing us of any changes to names and contact details.

Your information may be stored on paper and/or in electronic formats.

It is the policy of this practice to protect your information from loss and unauthorised access, modification or disclosure.

Your information will be kept for at least as long after your last attendance as is legally necessary or required for administrative purposes. If your information is no longer needed after this time, it will be destroyed in a secure manner.

Access and correction of your information

Under Australia's privacy legislation, you have the right to access your information. You do not need to give a reason for the request and the request does not have to be in writing; however, it is preferable by this practice to have your request in writing. You can ask to view your information or have a copy of all, or part, of your records. You are able to have incomplete or inaccurate information amended.

There are some circumstances, such as for legal reasons, where access to your information will be denied, but if this is the case, you will be advised of the reason.

There is no charge for lodging a request for access, however, a charge may be made if this practice incurs costs in providing you access to your records, such as time taken by staff to compile a paper copy of the information you require. Electronic copies of your record will not be provided.

We will endeavour to respond to your request within a reasonable time frame.

You will be required to make an appointment with your doctor to view/obtain the copies of your record as requested.

Feedback and complaints

If you have any concerns you would like to discuss, please contact:

Mrs Naomi Stringer
Practice Manager
Moana Medical Centre
1/381 Commercial Road
MOANA SA 5169
Phone: (08) 8327 1570

Should you continue to be dissatisfied with your management here, you can contact:

Office of the Australian Information Commission
GPO Box 5218
SYDNEY NSW 1042
Phone: 1300 363 992
Website: www.oaic.gov.au
Email: enquiries@oaic.gov.au