



Alexander Heights  
Family Practice

*Your Privacy  
is our Concern*

Alexander Heights Family Practice adheres to the National Privacy Principles as outlined by the Privacy Commissioner, 21 December 2001. This means that we collect and maintain your personal information in a secure and confidential manner. Further information regarding collection of and access to your information is shown overleaf.

Dr Moya Wood, our senior doctor, is our nominated Privacy Officer. She is contactable on (08) 9247 2533. Should you wish to access any information on your patient file which has been collected after 21 December 2001, please contact Dr Wood who will outline the procedure for you.

#### **Complaints**

---

It is important to us that your expectations about the way in which we handle your information are the same as ours. Please do not hesitate to discuss any concerns, questions or complaints about any issues related to the privacy of your personal information with your GP. You may also contact our senior doctor, Dr Moya Wood, with your concerns.

If you are still dissatisfied, you can contact the Federal Privacy Commissioner:

Level 8 Piccadilly Tower  
133 Castlereagh Street  
Sydney NSW 2000

GPO Box 5218  
Sydney NSW 2001

Privacy Hotline: 1300 363 992

Website: [www.privacy.gov.au](http://www.privacy.gov.au)

*This policy was developed with assistance from the Australian Medical Association (AMA).*

Alexander Heights Family Practice 44 Greenpark Road Alexander Heights
---

## **Collection, Use, and Disclosure of your Information**

---

Information about a patient's medical and family health history is needed to provide accurate medical diagnosis and appropriate treatment. We will be fair in the way we collect information about our patients. This information is generally collected from the patient and in other ways with the patient's consent. However from time to time we may receive patient information from others. When this occurs, we will, wherever possible make sure the patient knows we have received this information.

Medical care requires full knowledge of patient health information by all members of a medical team. To ensure quality and continuity of a patient care, a patient's health information has to be shared with other health care providers from time to time. Some information about patients is also provided to Medicare and private health funds for billing purposes.

The doctors in this practice are members of various medical and professional bodies including medical defence organisations. There may be occasions where disclosure of patient information is required for medical defence purposes.

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

It is necessary for us to keep patient information after their last attendance at this practice for as long as is required by law or is prudent having regard to administrative requirements.

## **Access**

---

Patients have a right to access their own information. They may ask to view the information or ask for a copy of a part or whole of the record. While not required to give reasons into their request, a patient may be asked to clarify the scope of the request.

There are some circumstances in which access may be denied but in such an event the patient will be advised of the reason.

A charge may be payable where the practice incurs costs in providing access. This will depend on the nature of the access.

The material over which the doctor has copyright might subject to conditions that prevent further copying or publication without the doctor's permission.

If a patient finds that the information held on them is not accurate or complete, the patient may have that information amended accordingly.

Upon request, a patient's health information held by this practice will be made available to another health service provider.

## **Disclosure of your Personal Information**

---

Your doctor or their reception staff may disclose some of your personal information to:

- Your partner when discussing such things as appointment times, investigations and theatre bookings.
- Other patients who may overhear administrative details discussed with you at the reception desks.

If you do not wish such disclosure to occur, please inform us.

## **Parents, Guardians and 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.

## **Participation in Research and Training**

---

If the practice undertakes the following activities your consent will be sort first and you will be given the opportunity to opt out:

- Research and Quality assurance activities
- Educational activities requiring another health professional observing the consultation.
- Educational activities with a video recorder