

Privacy policy information form

Patient name:

DOB:/...../.....

Doctors philosophy: The independent Practitioners run their own individual medical business at this location and are committed to providing ongoing quality care to their patients. Their aim is to partner you in maintaining your long-term health and well being and to facilitate and coordinate your healthcare needs. All practitioners participate in ongoing medical education as part of their registration requirement. They believe that good general practice can only be achieved by taking time to listen, to observe and to examine. This is their commitment to you.

Privacy: In order to provide you with the highest standard of care, the practice is required to collect personal information from you. This information covers details such as your name, DOB, address and telephone numbers etc. It is also necessary for your Doctor to obtain details regarding your general health and well being. We understand some of this information is of a personal nature and some of it might be regarded as sensitive and not the sort of information that you would wish to be unnecessarily disclosed to others. We value the need to safeguard this information and in accordance with the principals laid down in privacy legislation we would like to assure you that:

It will not be disclosed to those not associated with your treatment, without your express and signed consent.

You may seek access to your medical records through a third party ie: another Doctor, Solicitor, Insurance company etc. Upon written request which is accompanied by your signed authority, photo ID we will release copies without undue delay. We will take reasonable steps to ensure at all times that the details we keep about you are accurate, complete and up to date. We will also take reasonable steps to protect this information from misuse or loss and from unauthorised access, modification or disclosure. Our Reception and Nursing staff are trained to respect these principles at all times.

Patient contact: From time to time the surgery/ doctors will need to contact you personally. If we are unable to speak to you directly do you agree for us to leave a message at your home, workplace or mobile? Please tick yes or no and indicate your preferred contact number:

| | | |
|--|---------------------------------|-------------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> | Home <input type="checkbox"/> |
| Work <input type="checkbox"/> | Mobile <input type="checkbox"/> | |
| Please place you ideal contact number below: | | |
| | | |

AI consultation software: Doctors use an AI program called Heidi to assist them in collating accurate notes from consultations. This program is completely de-identified and controlled by the individual doctors. Your Doctor will ask your consent before using the program. You will also receive a request to consent with appts.

Link:<https://www.heidihealth.com/en-au>

Access to your medical files: From time to time staff may be required to access your medical files. Reasons for this access may be to provide you with results already reviewed by the doctor, the preparation of reports for insurance companies; medicolegal reports and workers compensation reports. All staff have signed a patient/practice confidentiality agreement as part of their employment of with practice.

Results: Frequently your doctor will make a request for further investigations such as blood tests or X-Rays. In these times of medicolegal uncertainty how these tests are followed up is very important. Your Doctor request all their patients who have blood tests and or X-Rays make a follow up visit so they can review the results and discuss any action that may be required.

The exception to this is in Cervical Screening Test (CST) results. These are managed in the following way:

1. Contact the surgery after 10.00am 1 week after your CST was done
2. If the result has been checked by your doctor and indicated it is normal, one of our reception staff will access your file and confirm the result plus reminder time frame.
3. If the CST is not completely normal then your doctor or one of our nurses will arrange a follow up appointment either via phone or sms.

Accepting responsibility: Patients should be aware that it is also their responsibility for following up on all test results. Patients should also be aware that if referred to a specialist it is important that the patient attends the specialist appointment.

Please indicate below if you give permission to securely share your de-identified information with the Primary Health Networks (PHN) to help improve health services in this area? More info: <https://www.primarysense.org.au/consurers>

OPT OUT: **OPT IN:**

| | |
|---------------------------------------|--|
| Patient/parent guardian signature: | |
| Date: | |