

elwood family clinic

Privacy Policy:

Management of your Personal Health Information:

Your medical record is a confidential document. It is the policy of this practice to **maintain privacy and security of personal health information** at all times and to ensure that this information is only available to authorised members of staff.

'elwood family clinic', as a health provider in the private sector, is bound by the *Victorian Health Record Act 2001* and *The Health Privacy principles (Victoria)*, as well as by the Commonwealth law and *The National Privacy Principles*.

Copies of the *National Principles*, of the *Health principles* and of the elwood family clinic **Privacy Policy**, are available for inspection at the reception desk.

If you have any **concerns or complaints** regarding our privacy policy please discuss it with your Doctor or you may write to EFC's **Privacy Officer** – Mr. Yohanan Loeffler.

Collection of personal information:

We will only collect personal health information, which is necessary and relevant to your medical care, and only by lawful and fair means.

If possible, the information will be collected directly from you; some of it may be collected from someone else - like pathology reports and specialists' letters.

Access & Correction of Information:

We advise that you have the rights of **access to information** we hold concerning you: Access to information collected after 1 July 2002 may be given in form of inspection of the record, a copy, a summary, or a viewing of the record accompanied by an explanation from your Doctor.

For information collected before 1 July 2002, access may be given at the discretion of the Doctor, but the patient has a right only to a summary of the information held.

In order to maintain the security of your information, EFC requires 2 forms of identification (e.g.: driver's licence) before we will provide access to personal information. Administration fees may be charged for preparation of the requested information.

The practice will respond to a patient's request for access within 45 days of receiving the request.

If you think there is information on your record that is not accurate, you can ask to have it corrected. If you and your provider disagree about the accuracy, you can ask for a statement of your views to be included in the record.

Disclosure of information:

The practice will not disclose your personal health information to a third party unless you have consented in writing to this disclosure, or this disclosure is necessary according to privacy and legal Principles.

The practice may disclose statistical information only, for the sake of research and evaluation, always without any identifying details (e.g. No names or Medicare numbers will be disclosed). Please let us know if you do not wish your health information to be included in the statistical information disclosed.

Transfer of your medical Record:

If you wish to transfer your Medical records to us from another clinic, please ask our receptionist for a form, fill and sign it and send it to your previous doctor.

If you wish to transfer your Medical File from us to another Clinic, please ask your new provider to send us a "transfer of medical record" form, signed by you.

We will send your medical records within 30 days of receiving the request.

Administration fees may be charged for processing your request.