

Medical and Nursing Students

Today's Medical and Nursing students are tomorrow's Doctors and Nurses

Njernda Medical Centre is proud to consider itself as a 'teaching practice'. At intervals we may have nursing or medical students who are working under the supervision of qualified practice staff. Any information about you will be treated confidentially. Privacy and confidentiality agreements are signed and in place with all staff and students prior to commencement.

The reception staff will inform you if a medical or nursing student may be involved in your consultation. You have the right to refuse this if you prefer not to have a student involved. Please advise reception staff prior to your consultation in order that we may comply with your preferences.

Resolving your concerns

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held by the practice, you should discuss this with the practice manager or your doctor.

Inaccurate information will be corrected or your concerns noted in the records. For legal reasons, the original notes will be retained.



Further Information

For a copy of our policy, please contact the practice manager or receptionist who will be able to assist you further.

If you are unsatisfied with the response you receive, you may either lodge a complaint with the practice manager or contact the following agencies

Health Services Commissioner Victoria
30th Floor,
570 Bourke Street,
Melbourne. 3000.
Phone: 03 8601 5200
Toll Free: 1800 136 066
Fax: 03 86015219
Email: hsc@halth.vic.gov.au
Website: www.health.vic.gov.au/hsc

Victorian Privacy Commissioner
Privacy Victoria
Level 11,
10-16 Queen Street,
Melbourne. Vic. 3000.
GPO Box 5057
Melbourne Vic. 3001
Phone: 1300 666 444
Fax: 1300 666 445
Email: enquiries@privacy.vic.guv.au
Website: www.privacy.vic.gov.au

To obtain further copies of this brochure please ask one of our reception staff for assistance.

NJERNDABORIGINAL CORPORATION

PRIVACY BROCHURE



84 Hare Street
Echuca Vic 3564

Phone: 03 5480 6252

Fax: 03 5480 6116

Web: www.njernda.com.au

Hours of Operation

Monday—Thursday

8:30—4.30pm

Friday

8:30—4.00pm

Security Of Information In The Practice

This medical practice stores your information electronically. There are strict and stringent policies and procedures in place to ensure that your information is stored securely, in line with privacy principles, in line with the Royal Australian College of General Practitioners Computer Information Security Standards, which include protocols to ensure unauthorised access. Access is controlled using individual log in details and passwords and audits are scheduled at intervals to ensure there is no unauthorised access. Data is backed up at regular intervals throughout the day and back up protocols are trialled and tested.

Access To Your Medical Records

Except for certain legal exemptions under the Freedom of Information Act, you have the right to request access to your medical records. Requests should be made in writing to ensure appropriate authorisation. You have a right to view your medical records however protocols are in place for general practitioners to eliminate situations which may result in risk of any physical or mental harm to you or any other person which may result from disclosure of your health information and may need to remove any information that may impact on the privacy of other individuals.

Information in your record can be provided to you by way of an accurate and up to date summary of your care. Please ask your doctor for a summary of your health record. Please note that a fee may be charged.



Your Personal Health Information

Health information includes your personal details, information about your health, your medical & family history. This information is kept in your medical record which is stored electronically. The information must clearly distinguish you from other patients, & so it needs to be detailed & accurate.

Staff at our practice need access to your health information so that they can plan & provide you with the best possible treatment & care.

Providing Your Health Information To Others

Your medical record provides essential information for your doctor & other health providers such as nurses, pathologists, radiologists & allied health professionals. It is vital that these people have access to your information in order to give you the best possible care.

Your doctor will not disclose your personal information to a third party unless:

- You have consented to the disclosure; or
- This disclosure is necessary because you are at risk of harm without treatment & you are unable to give consent. For example, you might be unconscious after an accident.
- Your doctor is legally obliged to disclose the information (e.g. notification of certain infectious diseases or suspected child abuse, or a subpoena ro court order); or
- The information is necessary to obtain Medicare payments or other health insurance rebates; or
- There is an overriding public health & safety interest in the release of the information

Legal Disclosure Of Your Information

Laws such as the Privacy Act 1988, Freedom of Information Act 1982 (FOI) or the Australian Information Commissioner Act 2010 (AIC) & the Motor Vehicles Act, require doctors to report certain information on people who have specific medical conditions. Some authorities (e.g. Centrelink, VicRoads) are legally entitled to certain information e.g. Medicare eligibility, the registering of births & deaths, circumstances of death, drink driving & notifiable diseases, including infectious diseases & cancer.

Protecting Your Privacy

When you access services provided by Njernda Medical Centre we will almost always ask you to provide personal information about you or your child.

Regardless of whether this information is sensitive, we appreciate your right to privacy. A variety of legislative Acts have been put in place including The Privacy Act 1988, Freedom of Information Act 1982 (FOI) & the Australian Information Commissioner Act (AIC) 20191, which outlines what Medical Practices will do, & what systems you can expect to protect your privacy.

This brochure aims to explain clearly how personal information about you & your health is recorded & managed in this practice. The policies & procedures of this practice apply to all doctors, staff, medical students, & anyone else who may need to access to personal health information in order to perform their normal duties. The practice manager would be happy to discuss this with you should you require.

Privacy Principles

The Department of Human Services has adopted a Code of Fair Information Practice to ensure that all health units including medical practices comply with a set of Privacy Principles. These principles regulate the way in which personal health information is collected, used, disclosed, stored & transferred. We need to take reasonable steps to ensure that any information about you that we collect:

- * Is accurate & up to date
- * Contains only relevant details about you &/or child
- * Is only provided to those people who need it to treat & care for you & who have responsibilities related to your treatment & care; &
- * Is protected from misuse & unauthorised access or disclosure to others
- * Have enough information to allow another doctor to care for you
- * Do not contain offensive or irrelevant comments about you