

SOMERVILLE VILLAGE CLINIC PRIVACY STATEMENT

Somerville Village Clinic recognises the importance of privacy, confidentiality protection for all our patients and those that visit our practice.

Somerville Village Clinic will make this Privacy Policy available to anyone who asks for it.

Our principal concern is and always will be the health of patients who visit our practice. To ensure our patients can feel confident with giving our practice information, a high level of trust and confidentiality is maintained constantly.

Our already established culture of confidentiality is in line with the Federal Privacy Act, which in 2001 was amended to include the Private Health Sector throughout Australia. Our Practice obligations have no exceptions to the Privacy Act in regards to the personal information we hold in trust. Thus, we can ensure that our patient's privacy will be protected when visiting our practice.

Understanding that the information we collect at our practice is often of a highly sensitive nature, the practice will always ensure that it is compliant with the highest privacy standards to keep all personal information secure and protected. All information is stored electronically and is encrypted on multiple levels. All employees and contractors that work with and at Somerville Village Clinic are required to sign and comply with our comprehensive confidentiality agreement.

To ensure our patients are provided the best treatment for medical or allied health services the practice, on behalf of the practitioners themselves may collect personal information (including Health information) to meet this purpose.

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The personal information collected will include, but is not limited to:

- The Patient's age
- Address
- Telephone Number
- Medicare Number
- Health Care Fund
- Current Drugs/ Medications or treatment used by patient
- Current or Previous medical history, including where clinically relevant, family history
- The name of any health service provider or medical specialist to which the patient is referred
- Copies of any letter of referrals and any reports relating to the patient

The information will be shared with within the practice for administrative and billing purposes, also to enable the patient to be attended by the practitioners who provide medical and allied health services at and from our Practice.

The Practice may access information:

- Provided directly by the patient to our practice
- Provided on patient's behalf with their consent
- From health service providers/ medical specialists patients are refers to
- From health service providers who refer a patient to medical/allied health practitioners working within our premise

Collection of personal information by Somerville Village Clinic may be used or disclose if required by law, if there is a serious threat to the health or safety of an individual or to the public health and safety of an individual or to public health and safety, for referral of patients to other health service providers and medical specialists, for the purpose of which the patient was advised and to provide the patient with the best health treatment.

The collection and disclosure may also be used for the purposes of billing, liaising with Government departments regarding Medicare, training, to facilitate any improvements on our services and may be at times required by Somerville Village Clinic insurers.

Health information is kept for a minimum of 7 years for adults from the last occasion in which health service was provided to the patient. If the patient is under the age of 18 then records must be kept until the person has attained 25 years of age.

Information is also collected about the medical and allied health practitioners, directly from them or with their agreement, who provide services within our practice. The information includes:

- Their name
- Address
- Telephone number
- Qualifications and experience
- Insurance information

Other than what is stated within this policy we will not sell, distribute or disclose any personal information to any third party.

Complaints regarding privacy and any issues regarding our handling of private information that cannot be resolved with us can be sent to the following:

Health Services Commissioner
Tel: 8601-5200. Fax: 8601-5219
Level 30, 570 Bourke St.
Melbourne, 3000
<http://www.health.vic.gov.au/hsc/complaint.htm>