



The Rowley Road Clinic

Managing Patient Information Policy

April 2025

Personal Information

The personal information we collect includes your name, date of birth, address/es, contact details, Medicare number, healthcare identifiers and health fund details. Medical information may include medical history and any care you may need. GPs need information about your past and present health in order to provide you with high-quality care.

The Rowley Road Clinic follows the guidelines of the RACGP's Handbook for the management of health information in general practice, 5th edition (the Handbook). The Handbook incorporates federal and state privacy legislation, and the Australian Privacy Principles, which requires that your personal information is kept private and secure.

Patient Medical Record

The Rowley Road Clinic takes steps to ensure that your medical records:

- are accurate, complete, well-organised and legible
- are up-to-date
- contain enough information to allow another GP to care for you
- can be used to remind you, with your permission, to return for follow up, check-ups and reviews.
- contain a summary of your care

If you are uncertain why information is being requested, please ask your GP or the practice staff.

Providing Your Information To Other GP's

In this practice, it is normal for all GPs to have access to your medical records. If you have any concerns, please discuss them with your GP or practice staff.

It is important that other people involved in your care, such as medical specialists and other healthcare professionals, are informed of the relevant parts of your medical history, so they can provide the best care for you. Your GP will let you know when this is necessary.

Providing Your Information To Others

GPs respect your right to decide how your personal information is used or shared. For example, this may be sharing your health information with specialist doctors. Personal information that identifies you will only be sent to other people with your consent, unless there are exceptional circumstances. Gaining your consent is the guiding principle used by this practice in using and sharing your information.

The Rowley Road Clinic not share your personal health information with anyone else or another organisation unless:

- you have consented to this sharing, or
- they are legally obliged to disclose the information, in which case your GP will first discuss with you the information that she or he is legally obliged to disclose, or
- the information is necessary for you to obtain Medicare payments or other health insurance rebates, or
- there is an overriding public health and safety interest in the release of the information.

In the above cases, only information necessary to meet the requirements will be provided. Your health information will not ordinarily be sent overseas unless you are informed and provide consent for this to occur, and the overseas country receiving the information has privacy laws that are very similar to the Australian Privacy Principles.

Quality Improvement and Research

The Rowley Road Clinic Centre may use patient health information to assist in improving the quality of care we give to all our patients, by reviewing the treatments used in the practice.

Your information held by the practice may be used in research projects to improve healthcare in the community; however, this information will not include data that can identify you.

The information used for research, including the publication of research results, will not be in a form that would allow you to be identified, unless the research serves an important public interest. In such cases, identifiable medical records can be used for medical research without your consent under guidelines issued by the Australian Government. Before providing such identified information, your GP will discuss with you the information that she or he is obliged to disclose.

Security of Information

Australian privacy legislation applies to all personal health information recorded in electronic and paper records. All records must be kept secure to protect against unauthorised access.

This practice complies with all requirements to protect your information

Access To Your Health Information

You may ask practice staff about any aspect of your healthcare, including information contained in your record. You can request access to your medical record and any other information the practice records about you.

If you request access to your medical record, your GP will need to consider if there may be a risk of physical or mental harm to you or any other person that may result from disclosure of your health information. Your GP may need to remove any information that will affect the privacy of other individuals.

Sharing information is important for good communication between you and practice staff. Your GP is able to provide a full explanation of the health summary or medical record you are provided access to.

Depending on what is involved, you may be asked to contribute to the cost of providing the information.

Direct Marketing

This practice does not engage in direct marketing.

Google and Social Media Reviews

We would like our patients to discuss feedback with us directly.

We are happy to discuss and address any issues or concerns that you may have regarding your care whilst attending our practice. This can be done in the clinic, over the phone or in writing if preferred. Your feedback is appreciated and enables us to improve our practice and services. However, we are unable to respond to negative or defamatory reviews on social media platforms due to confidentiality restrictions, regulations and ethical codes.

Our Policy : Therefore, it is Practice Policy that we will not continue to provide services to individuals that leave such reviews as these acts undermine the ideal doctor-patient relationship and quality of care. Posting of such reviews will act as a termination of care (life threatening emergencies excluded).

Defamatory Comments: Defamatory comments which may impact on the reputation of The Rowley Road Clinic, its doctors or staff, may result in legal action.

Resolving Concerns

If you have any concerns regarding the privacy of your personal health information or the accuracy of the information held by the practice, you should discuss these with practice staff. Inaccurate information can be corrected or your concerns noted in your record. For legal reasons, the original notes will be retained.

Reference: This pamphlet has been adapted using a template provided by The Royal Australian College of General Practitioners.

Contacts

If you have questions or a complaint about the privacy of your personal information, please ask to speak to the privacy contact officer at the practice.

Further information on privacy legislation is available from:

Office of the Australian Information Commissioner

1300 363 992

www.oaic.gov.au

ACT Health Services Commissioner

02 6205 2222

www.hrc.act.gov.au/health

Health and Disability Services Complaints Office

Western Australia – 1800 813 583

www.hadsco.wa.gov.au/home/index.cfm

Information and Privacy Commission

New South Wales – 1800 472 679

www.ipc.nsw.gov.au/privacy/ipc_index.html

Office of the Health Services Commissioner

Victoria – 1300 582 113

www.health.vic.gov.au/hsc/index.htm

Office of the Information Commissioner

Northern Territory – 1800 005 610

<https://infocomm.nt.gov.au>

Office of the Information Commissioner

Queensland – 07 3234 7373

www.oic.qld.gov.au

Ombudsman Tasmania

1800 001 170

www.ombudsman.tas.gov.au

Privacy Committee of South Australia

08 8204 8786

www.archives.sa.gov.au/content/contacting-privacy-committee-sa