

Management of Personal Health Information

Access to Personal Health Information

You have the right to access your personal health information under privacy information. We will ask you to fill out a request form, available from reception, provide us with photo identification and the request is then forwarded to your doctor.

Please be aware that when making a request to access your personal health information held by Newtown Medical Centre there may be occasions when access to some information is denied. This may occur when there is an unreasonable impact on the privacy of others or where the release of such information may result in a breach of duty of care.

The Office of the Australian Information Commissioner (OAIC) recommends that the total time for processing an access request should not exceed 30 days

Third Party Requests

Any requests for access to medical records from a third party, such as insurance companies or legal firms, must be in writing and include a signed, current, authority from the patient. If there are any concerns about the currency of the authority the clinic will contact the patient to verify the authority still stands. A patient authority is not required in the event the medical records are under subpoena.

Confidentiality

All staff are required to respect the confidentiality of a patient's personal health information and their privacy and sign a confidentiality agreement. Annual education and training in confidentiality is undertaken. There are procedures in place to protect personal information from misuse, interference and loss, unauthorised access, modification and disclosure.

Transfer of Medical Records

If you would like a copy of all or part of your medical records to be transferred to another practice please let our reception staff know. They will ask you to fill out a Consent to Transfer form and arrange for the timely transfer of the required information.

Your Rights

If you have any concerns or questions about the management of your personal health information please speak to your doctor or management.