

Privacy Policy



Waterhall Medical Centre

Privacy Statement

This document outlines how Waterhall Medical Centre complies with its confidentiality and privacy obligation. Waterhall Medical Centre makes the full Privacy Policy available to anyone who asks to view it. This Medical Centre is bound by the Privacy Legislation which requires our Medical Practitioners to obtain consent from their patients to collect, use and disclose the patient's information.

Collection, Use & Disclosure

We recognise that the information we collect is often of a highly sensitive nature and as an organisation we have adopted the highest privacy compliance standard to ensure personal information is protected. We are a device company to the Medical Practitioners who provide services at our Medical Centre. For administrative and billing purposes, and to enable the patient to be attended by other practitioners within our clinic, patient information will be shared between the Medical Practitioners who attend a patient.

We (on behalf of) and the Practitioners may collect personal information (including health information) regarding patients for the purpose of providing medical services and treatment to the patient. Personal information collected will generally include the patient's name, address, date of birth, telephone number, Medicare number, health care fund, current medications or treatments used by the patient, previous and current medical history, allergies, family medical history (where relevant) and the names of and health service provider/medical specialist to whom the patient is referred, copies of any letters/referrals and copies of any reports returned.

We may access information:

- provided directly by the patient
- provided on a patient's behalf with the patient's consent
- from a health service provider who refers the patient to Medical Practitioners
- from health service providers to whom the patients are referred

Personal information collected by us may be used or disclosed:

- for the purpose the patient was advised of at the time of collection of the information by us
- as required for the delivery of the health service to the patient
- as required for the ordinary operation of our services (i.e. to refer the patient to a medical specialist or other health service provider
- as required under compulsion or law, or
- where there is a serious and imminent threat to an individual's life, health, safety, or a serious threat to public health or safety
- contact the patient for health promotions
- to various disease registers to assist with preventative health management (bowel, cervical, breast etc)

Other than as described in the Policy or permitted under the National Privacy Act, Waterhall Medical Centre uses its reasonable endeavours to ensure that identifying health information is not disclosed to any person. Medical Practitioners who provide services at our clinic may refer patients to the following services:

- pathology services
- radiology services
- public hospitals
- private hospitals
- day procedure centres
- specialist medical practitioners and other health providers involved in the relevant patient's care which may include surgeons, nurses, occupational therapists, pharmacists, physiotherapists, psychologists, dietitians, audiologists, podiatrists and ambulance services.

Accessing your information, complaints and obtaining further information

If an individual wishes to:

- complain to us about a breach of privacy
- access his/her information held by us
- correct any information held by us
- find out more about how we deal with personal information

That individual may contact;

Reception

**Waterhall Medical Centre
Unit 10, 9 Waterhall Road
South Guildford, WA, 6055**

Patient's signature: _____ **Date:** _____