

KEEPING YOUR PERSONAL INFORMATION PRIVATE AT THE AMS

Purpose

This pamphlet explains how personal information about you and your health is recorded and managed at the AMS. We also have a written privacy policy describing how we manage personal information. Patients can access it via our website.

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. Doctors need information about your past and present health in order to provide you with high-quality care.

AMS follows the guidelines of the RACGP's Handbook for the management of health information in general practice, 4th 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.

Your medical records

AMS 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 doctor to care for you
- Contain a summary of your care
- Can be used to remind you, with your permission, to return for follow up, check-ups and reviews.

If you are uncertain why information is being requested, please ask your doctor or AMS staff.

If you wish to remain anonymous while accessing healthcare services, please talk to AMS medical staff.

Providing your information to other Health Professionals.

At the AMS, it is normal for Aboriginal Health Workers/ Registered Nurses and Doctors to have access to your medical records. If you have any concerns about this please discuss them with our Clinics Coordinator or your doctor. 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 doctor will let you know when this is necessary.

Providing your information to others

Doctors 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.

AMS will 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 doctor 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

Using health information for quality improvement and research

AMS 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.

Security of information in the AMS

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. AMS complies with these requirements to protect your information.

Access to your health information

You may ask AMS 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 doctor 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 Doctor may need to remove any information that will affect the privacy of other individuals.

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

Direct marketing

This practice does not engage in direct marketing.

Resolving concerns regarding the privacy of your health information

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 this with AMS staff. Inaccurate information can be corrected or your concerns noted in your record. For legal reasons, the original notes will be retained.

SMS Reminders

The AMS is moving to a system where you will receive a SMS reminder on your mobile. If you want to opt out of this service please advise.

Contacts

If you have questions or a complaint about the privacy of your personal information, please ask to speak to the Clinics Coordinator / Practice Manager at AMS.

Further information on privacy legislation is available from:

Office of the Australian Information Commissioner

1300 363 992

www.oaic.gov.au

Information and Privacy Commission New South Wales

1800 472 679

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

Health Care Complaints Commission NSW

1800 043 159

Email: hccc@hccc.nsw.au



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