**Bardon Rainworth Medical Centre**

**Privacy Policy**

Introduction:

The purpose of this document is to outline how Bardon Rainworth Medical Centre complies with its confidentiality and privacy obligations. As an organisation, Bardon Rainworth Medical Centres principle concern always will be the health of patients who visit our practice. A high level of trust and confidentiality is required to ensure the confidence of the patients we serve.

Patients will be assured that:

* their privacy will be protected when visiting the clinic,
* the information collected and retained in our records is correct and up-to-date, and
* that they can access their information for review

Health Information

Bardon Rainworth Medical Centre recognises that the information we collect is often of highly sensitive nature and as an organisation we have adopted the highest privacy compliance standards relevant to Bardon Rainworth Medical Centre to ensure personal information is protected.

For administrative and billing purposes, and to enable the patients to be attended by other medical practitioners at Bardon Rainworth Medical Centre, patient information is shared between the medical practitioners and other health providers at the medical centre. Bardon Rainworth Medical Centre and medical practitioners may collect personal information regarding patients (including health information) to provide medical services and treatment.

Personal information will generally include:

* the patient’s name, address, telephone number and Medicare Number,
* current drug, or treatments used by the patient
* previous/current medical history, including, where clinically relevant, a family medical history, and the name of any health service provider or specialist to whom the patient is referred, copies of any letters of referrals and copies of any reports back.

Bardon Rainworth Medical Centre may access information:

* provided directly by the patient,
* provided on the patient’s behalf with the patient’s consent,
* from a health service provider who refers the patient to medical practitioners providing services at or from Bardon Rainworth Medical Centre, or from health service providers to whom patients are referred.

Use or disclosure of personal information:

Personal information collected by Bardon Rainworth Medical Centre may be used or disclosed:

* for the purpose advised to the patient at the time of collection of the information,
* as required for delivery of the health service to the patient,
* as required for the ordinary operation of our service (i.e. to refer the patient to a medical specialist or other health service provider),
* as required under compulsion of law, or
* where there is a serious and imminent threat to an individual’s life, health, or safety; or a serious threat to public health or public safety.
* Bardon Rainworth Medical Centre may use or disclose personal information of quality assurance, training, billing, liaising with government offices regarding Medicare entitlements and payments and as may be required by the Medical Centre’s insurers.

Accuracy of your information

Bardon Rainworth Medical Centre is committed to ensuring your information is accurate and has processes in place to ensure that the accuracy of this information is maintained. If you believe that the personal information the Medical Centre holds about you is inaccurate, please inform the Medical Centre staff when next attending.