



**SUMMIT | MEDICAL
GROUP**

853 Sydney Rd, Brunswick, VIC 3056

P: 03 9923 7888 F: 03 9923 7889

Summit Medical Group Pty Ltd ABN 37 989 004 554

PRIVACY POLICY AND COLLECTION STATEMENT

Collection and Use of Your Information

Summit Medical Group collects information about its patients to provide on-going health services of a high quality. Information that is collected includes details relating to the patients health (past medical/surgical history) regular medications, allergies, demographic data such as date of birth, address, gender, Aboriginal or Torres Strait Islander status, country of origin, Medicare card details and patients current medical problems and allergies. Sensitive information such as your current and previous medical conditions and family health history are necessary to provide an accurate diagnosis, appropriate treatment and ongoing health care. Other personal information is required so that we can contact you about your health and for billing purposes.

Our practice complies with the Privacy Act (1988), the Health Records Act 2001 (Vic), the Health Records Regulations 2012 (Vic) and the Privacy and Data Protection Act 2014 (Vic) and acknowledges the importance of protecting the confidentiality and privacy of all patients and recognising the rights of our patients in relation to their personal information.

Disclosure of your Information

- To provide continuity of care, the information we collect about you may be shared with other health care providers (doctors, hospitals, pathologists, specialists etc). Upon request, relevant information will be made available to another health service provider but no additional unnecessary data is given.
- Summit Medical Group views your medical record as a confidential document. It is practice policy to maintain the security of your personal health information at all times and ensure that this information is only accessible by authorised members of staff.
- The practice may be bound to disclose your information in certain situations such as for medical defence purposes and reporting communicable diseases. Information is also disclosed under court orders, subpoenas, search warrants and Coroner's Court cases.
- Children and other dependant relatives also have the right to privacy of their health information. Access by other individuals (e.g. parents, guardians, carers etc) will be determined by medical and legal privacy requirements. Each request in this instance will be assessed on an individual basis.
- If research is conducted, then informed consent will be sought from each patient for his/her personal health information to be released.

Data Quality and Security of your Information

- It is the policy of this practice to maintain accurate, up-to-date and complete records. You can help us in this task by informing us of any changes to your personal details. This includes changes to name and contact details for yourself, next of kin or emergency contacts.
- This practice stores your information in electronic format.



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- It is practice policy to protect your information from loss and unauthorised access, modification or disclosure.
- Your information will be kept for at least as long as after your last attendance as is legally necessary or required for administrative purposes. After this time, it will be destroyed in a secure manner.
- The practice will not share personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.
- The practice does not send information overseas.

Access and Correction of your Information

- Under Australia's privacy legislation, you have the right to access your information.
- You do not need to give a reason but the request does have to be in writing.
- You can ask to view your information or have a copy of all, or part, of your records.
- You are able to have incomplete or inaccurate information amended.
- There are some circumstances, such as for legal reasons, where access to your information will be denied. However, you will be advised of the reason if this is the case.
- There is no charge for lodging a request for access. However, a charge may be payable if the practice incurs costs in providing you with access to your records.

Dealing with us Anonymously

- You have the right to deal with the practice anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

Lodging a Privacy Related Complaint

- The practice takes complaints and concerns regarding privacy seriously.
- You will need to express your privacy concerns in writing.
- The practice will then attempt to resolve your concerns as per our resolution procedure and you will receive acknowledgement correspondence within 14 days.
- You will then receive a reply on how your concerns were dealt with.
- If you are unhappy with the outcome, you may contact either the Health Complaints Commissioner (HCC) or the Office of the Australian Information Commissioner (OAIC) as per the details below:

Health Complaints Commissioner (HCC)
Tel: 1300 582 113

Office of the Australian Information Commissioner
Tel: 1300 363 992