

Please read the following and complete/sign the form “**New Patient Registration & Consent**” if you understand and agree to the following statements in relation to our use, collection, privacy and disclosure of your patient information. **If you are unsure of anything please ask our staff PRIOR to your appointment.**

The Panaceum Group collects information from you for the primary purpose of providing quality health care, so that we may properly assess, diagnose and treat illnesses and medical conditions, ensuring we are proactive in your health care. To enable ongoing care, and in keeping with the Privacy Act 1988 and Australian Privacy Principles, we wish to provide you with sufficient information on how your personal information may be used or disclosed; we will record your consent or restrictions to this consent. **If you do not want to share all or some of your information with us, this may have a significant impact on our ability to care and treat you. We ask that you let us know of your wishes as soon as possible.**

Reference in this document to “Panaceum Group” or “Practice” refers to the Pilbara Health Centre and all practitioners providing services to and for the Pilbara Health Centre

In some circumstances, a child aged 16 may be considered mature enough to provide their own information and to set limits on its disclosure. This may mean that legally, we cannot share information with their parent/legal guardian.

1 COLLECTION AND STORAGE

This means we will collect information that is necessary to properly advise and treat you. Such necessary information may include:

- Full medical history;
- Family medical history;
- Ethnicity;
- Contact details and emergency contact details;
- Medicare/private health fund details;
- Genetic information;
- Billing/account details;
- Health Identifiers.

The information will normally be collected directly from you. Both our practice staff and the medical practitioners may participate in the collection of this information. There may be occasions when we will need to obtain information from other sources, for example:

- Other medical practitioners, such as former GPs and specialists;
- Other health care providers, such as physiotherapists, occupational therapists, psychologists, pharmacists, dentists, nurses;
- Hospitals and day surgery units; and
- Government departments such as the Department of Health.

In emergency situations we may need to collect personal information from relatives or other sources where we are unable to obtain your prior express consent.

Once your information is collected, it is stored securely, with passwords to restrict access to certain information. Our computer system is maintained and regularly backed up to maintain the integrity of the information we hold about you.

2 USE AND DISCLOSURE

Once collected, the practice staff will use and disclose your information for purposes such as:

- Account keeping and billing purposes;
- Referral to another medical practitioner hospital or health care provider;
- Sending of specimens, such as blood samples or biopsies, for analysis;
- Sending copies of medical prescriptions to pharmacies via a prescription exchange service;
- Advice on treatment options;
- The management of our practice;
- Quality assurance, practice accreditation and complaint handling;
- To meet our obligations of notification to our medical defence organisations or insurers;
- To prevent or lessen a serious threat to an individual's life, health or safety; and where legally required, such as producing records to court, mandatory reporting of child abuse or the notification of diagnosis of certain communicable diseases;
- Sending health information to health registries such as national cancer screening registry (NCSR) Australian Immunisation Register (AIR) etc. If you have any concerns please speak with a staff member for guidance on opting out;
- Follow-up reminder/recall notices for treatment and preventative healthcare.

- to third parties for the primary purpose of enabling us to provide you with health care, unless otherwise required or authorised by law. ie Practice management software providers or our communication platform provider e.g.: HotDoc Online Pty Ltd.

We will not share or transfer information to any overseas organisations without your written permission.

Federal Shared Health Record (My Health Record)

If you register for a Federal My Health Record (MHR) you provide a standing consent for your healthcare providers to upload to and access your MHR when relevant. Upload and access of your information (i.e. shared health summaries and prescription history) where possible will be performed after discussion between you and your healthcare provider. Your healthcare provider will only access your MHR where there is a clinical reason. Prescription information will be provided to your MHR, as well as imaging and pathology reports from those respective providers. You can expressly advise your healthcare providers not to upload a document or fact while in consultation. The MHR is personally controlled and we recommend that you seek reputable guidance on the MHR before starting a shared health record.

3 ACCESS TO YOUR RECORDS

You are entitled to access your own health records at any time convenient to both yourself and the practice. Access may include receiving a copy of all or part of your record or meeting with the treating doctor to go through the record together or the provision of a summary of your care.

Access can be denied where:

- To provide access would create a serious threat to life or health;
- There is a legal impediment to access;
- The access would unreasonably impact on the privacy of another;
- Your request is frivolous;
- The information relates to anticipated or actual legal proceedings and you would not be entitled to access the information in those proceedings; and
- In the interests of national security.

If we deny you access to all or part of your health record, we will provide you with a written explanation why access has been denied.

We ask that, where possible, your request be in writing. We may impose a charge for photocopying, postage and for staff time involved in processing your request. Where you dispute the accuracy of the information we have recorded you are entitled to correct that information. It is our practice policy that we will take all steps to record all of your corrections, and place them with your file but will not erase the original record.

4 PRACTICE PRIVACY POLICY

Available on request or visit our website www.panaceum.com.au/privacy-policy. This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. Updates will be publicised on the practice's website.

