

## HEALTH INFORMATION FOR A MINOR

Health information rights of children is based on professional judgement of the doctor consistent with the law which might restrict access to the child's information by parents or guardians.

## PATIENT FEEDBACK

We welcome any feedback about your experience at Chase Medical Centre. It is our duty to ensure patient satisfaction. Please let the doctors know if you are unhappy with any aspect of the care you receive from this practice or have any problems with the service provided. They are always happy to hear constructive criticism or ideas for improvement or change.

## COMPLAINTS

If you have any complaints about our privacy practices or wish to make a complaint about how your personal information is managed please contact the practice in writing or email:

### Chase Medical Centre

9/45 Collins St

Melbourne, VIC 3000

Email: [Chasemedicalcentre@ozonline.com.au](mailto:Chasemedicalcentre@ozonline.com.au)

Ph: 03 9650 5494

Fax: 03 9654 5843

A privacy complaint relates to any concern or dispute you have with our privacy practices as it relates to your personal information. This could include matters such as how personal information is collected and stored, disclosed or how access is provided. All complaints will be dealt with fairly and as quickly as possible.

If you are dissatisfied with the outcome of our handling of your complaint you may contact the Victorian Health Services Commissioner or the Federal Privacy Commissioner:

*The Victorian Health Services Commissioner,  
Level 30, 570 Bourke St. Melbourne 3000  
Ph: (03) 8601 5222*



## PRIVACY POLICY

**Collins Place Professional Suites  
Suite 9/45 Collins Street  
Melbourne, VIC 3000**

**T: 9650 5494**

**F: 03 9654 5843**

**E: [chasemedicalcentre@ozonline.com.au](mailto:chasemedicalcentre@ozonline.com.au)**

**W: [www.chasemedicalcentre.com](http://www.chasemedicalcentre.com)**

# **PRIVACY POLICY**

**Chase Medical Centre is obligated under the Victorian Health Records 2001 and the Commonwealth Privacy Act 1988. It is Chase Medical Centre's duty to comply and protect the privacy of your personal information.**

## **COLLECTION OF INFORMATION**

Chase Medical Centre collects and stores your personal information so that we may properly assess, diagnose, treat and be proactive in your healthcare needs. All members of the professional team involved in your care will have access to your personal information.

We may use and disclose the information you provide to us in the following ways:

- Discloser to other health professionals involved in your health care including treating doctors, specialists, pathology and radiology services and allied health practitioners. This may include information returned from other health professionals such as referral information, discharge summaries, medical tests, reports and results .
- Discloser to enable recording to medical registers (example: Diabetes register or Pap Smear register)

- For Administrative purposes, your information may be included in our medical indemnity provider, and quality assurance and accreditation bodies.
- Billing purposes including your health insurance fund, Medicare, TAC and other organisations responsible for the financial aspects of your care.
- Conducting research.
- Assistance training and education of other health professionals.

## **INFORMATION QUALITY**

Our duty is to ensure that your information is accurate, complete and up to date. To assist us in keeping an up to date record please contact us if any of the details you have provided change. Further, if you believe the information we have on our records is inaccurate or incomplete, contact us to correct the information.

## **STORAGE**

Chase Medical Centre will take all reasonable steps to protect the security of your personal information. This includes appropriate measures to protect electronic materials stored and generated hard copy.

## **ACCESS TO YOUR PERSONAL INFORMATION**

To transfer patient records to another practice, we require written authority from the patient. These records are kept indefinitely by Chase Medical Centre and are the property of the centre.

## **CONTRACT**

We do not contract out data storage or processing functions

## **LEGAL REASONS WHY WE COLLECT THE PERSONAL INFORMATION**

Some information we collect is in order to comply with our legal obligations e.g mandatory reporting, accreditation requirements or state relevant legislation.

## **WHAT HAPPENS IF YOU CHOOSE NOT TO PROVIDE THE INFORMATION?**

You are not obligated to give us your personal information. However, if you choose not to provide Chase Medical Centre with personal details e.g name, address and contact number we may not be able to provide you with a full range of services.