



Ontario
Family Practice

202 Ontario Avenue Mildura, Vic 3500
Telephone: (03) 5021 1688 Fax: (03) 5021 0266
Website: www.ontariofamilypractice.com.au

Dr Ajay Chowdhry
Dr Nisha Rajee
Dr Lucy Haymes

Dr Virgilio Spatari
Dr Travis Taggart
Dr John Gale

Patient Privacy

“Your medical record is a confidential document”

The National Privacy Principles in the Privacy Act set out how this Practice should collect, use, keep secure and disclose Personal Information.

The Principles give you a right to know what information we hold about you and a right to correct that information if it is wrong.

WHAT INFORMATION MAY BE COLLECTED?

To provide you with quality, ongoing health care, this practice will need to collect information about you. This will include your personal, medical and family health information. The Privacy Act (Dec 2001) requires that the doctor has your consent to collect and use this information at his/her discretion. In an emergency situation we may also need to collect information from your relatives or friends.

HOW WILL THIS INFORMATION BE USED?

Your information will be used in the normal course of managing your healthcare and for associated administrative purposes. This will include referrals to specialists (including radiology and pathology) and allied health providers. In addition access may be required as part of our ongoing professional, clinical, teaching and quality assurance programs. De-identified information may be used for research purposes.

Patients should be aware that there are some instances where we are legally bound to disclose some of your personal information such as mandatory reporting of communicable diseases.

SECURITY

Your health care records are stored safely and securely to prevent unauthorized access, protected by;

- Securing our premises
- Passwords with varying access levels

COMPLAINTS

It is important to us that we meet your expectations about the way in which we manage your information. Please do not hesitate to discuss any concerns, questions or complaints about any issues.

In the first instance you should contact the Practice Manager Anna or your general practitioner. If you are still dissatisfied you can contact the Australian Information Commissioner at:

AUSTRALIAN INFORMATION COMMISSIONER

GPO BOX 5218

SYDNEY NSW 1042

PRIVACY HOTLINE: 1300 363 992

Ontario Family Practice
A.B.N. 85910762565