



Privacy Policy

Use and Disclosure of Personal Information

Your personal information is primarily used to provide you with medical care. We may also use or disclose it for:

- Communicating with other treating health professionals
- Referrals to specialists or allied health providers
- Sending prescriptions electronically (eTP)
- Uploading to or accessing information from **My Health Record**, including Shared Health Summaries and Event Summaries
- Reminders for follow-up care, check-ups or preventive health services
- Billing, Medicare claims, and health fund eligibility checks
- Accreditation and quality assurance activities
- Management of our clinical database and internal audits
- Training and education of staff (with de-identified data)
- Legal, insurance, or government reporting obligations

We may also disclose information when legally required or permitted, such as:

- To assist in locating a missing person
 - To establish, exercise, or defend an equitable claim
 - For confidential dispute resolution processes
 - When a statutory requirement exists (e.g. mandatory disease notifications)
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Quality Improvement, Research and De-identified Data Sharing

Our practice may use your personal information to improve the quality of care and services we provide, including through internal audits, patient surveys, and analysis of health outcomes.

We may also contribute **de-identified** patient data to approved external organisations for the purposes of research, public health planning, and improving population health outcomes. This data:

- **Cannot identify individual patients**
- **Is stored securely in Australia**
- **Is used only for lawful, ethical purposes**

You can inform our reception staff at any time if you do not wish for your de-identified data to be used in this way.

Storage and Security of Personal Information

Your personal information is stored securely in both electronic and paper formats. We take reasonable steps to protect your information from loss, misuse, unauthorised access or disclosure, including:

- Secure, password-protected software systems
 - Locked filing cabinets for paper records
 - Staff training and access controls
 - Confidentiality agreements for all staff members
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Accessing and Correcting Your Information

You have the right to access and correct your personal health information. You may request access by contacting our reception or practice manager. We may require you to put your request in writing and will respond within a reasonable time. There may be a small fee for administrative costs.

If you believe any information we hold is inaccurate, incomplete, or out of date, please let us know and we will take reasonable steps to correct it.

Privacy Breaches and Complaints

If you have a concern about how your personal information has been handled, we encourage you to contact us so we can resolve it quickly and respectfully.

Contact details for privacy concerns or complaints:

Practice Manager

New Albion Medical Centre

1/171 Tongarra Rd, Albion Park NSW 2527

Phone: 02 4208 3088 | Fax: 02 4208 3089

Email: info@newalbionmedicalcentre.com.au

You may also contact the **Office of the Australian Information Commissioner (OAIC):**

Website: www.oaic.gov.au | Phone: 1300 363 992

Changes to This Policy

This privacy policy is reviewed regularly and may be updated to reflect changes in legislation or practice operations. The latest version will always be available on our website and at reception.

And here is the patient information sheet version:

At New Albion Medical Centre, your privacy is important to us. We collect and manage your personal and health information in line with strict privacy laws. Your information is used to provide you with quality care and may also be used in a de-identified way to improve health services. We may share relevant details with other healthcare providers involved in your care, or when required by law. You can ask our staff if you'd like more information or a copy of our full privacy policy.