

Alpha Medical Centre Kwinana

Privacy policy

Alpha Medical Centre is located at
T55, Kwinana Market Place shopping centre, Kwinana WA 6167
Phone: 08 9419 1400 Fax: 08 9439 2705
Email: accounts@alphamedicalkwinana.com.au

Who are we?

We are a private medical practice and one of several health and community care services in your area, all working together in partnership to meet your health needs.

What information do we collect about you?

We keep your name and contact details on your patient file. Other details such as your Medical history, care plans and information about your health are recorded each time you visit. Medicare number is used for identification and claiming purposes.

Who else sees your information?

Your information can only be seen by the professionals in this service involved in your care. Otherwise we only release information about you if you agree or if required by law. Such as in the case of a medical emergency, or a court subpoena. Third Parties who work within our practice may also require access at your discretion this includes accreditation agencies or information technology providers who are all required to comply with APPs and this policy. We may also need to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, where patient consent is to be given first to give your health information to the necessarily parties. Your medical information may be used during the course of providing medical services, through eTP, My Health Record (e.g. Shared Health Summary, Event Summary), or the use for relevant medical information that is included in referral letters through automation technologies. We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your patient record, this is your right, but it may affect our ability to provide you with the best possible care. Talk to us if you wish to change or cancel any of your details or withdraw your consent.

How do we store and protect your information?

Your personal information is stored in electronic format. We protect your information in highly protected information systems which requires passwords. This information system is securely locked and no one is to access it without the consent of the principle general practitioners. And all staff and contractors are to sign a confidentiality agreement which is to be strictly followed failure to do so will lead to strict consequences.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary. Our practice acknowledges patient may request access to their medical records. We require you to put this request in writing and to sign and our practice will respond within 30 days. Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the practice by either handing it in, in person, mailing a copy, faxing a copy, or emailing a copy to the practice.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. This may be sent to us via:

Mail- Alpha Medical Centre **Email:** accounts@alphamedicalkwinana.com.au
T55 Kwinana Marketplace Shopping Centre
Kwinana WA 6167 **Fax:** 08 9439 2705

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992

Do you have any questions?

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are a patient of this practice, or if you wish to access your record.