PRIVACY POLICY

Inkerman Medical Group

This brochure will guide you through how your personal health information is recorded and managed. You may request a copy of our Privacy Policy for your records.

Personal Information

The information collected by this clinic constitutes typical identification details. Your medical history is recorded, as this informs the care you will receive. Our practice follows the guidelines dictated in the RACGP's Handbook for the Management of Health Information in General Practice. The Handbook incorporates federal and state privacy legislation, and the Aus. Privacy Principles, which requires the privacy and security of personal information.

Information Security at Inkerman

Australian privacy law applies to health information recorded physically and electronically. All records are kept secure against unauthorised access. Inkerman complies will all requirements to protect your information

Medical Records

We ensure your records are accurate, well-organised and up-to- date. It is important that your records contain enough information to allow multiple doctors to care for you. If you are uncertain why information is being collected, please ask a staff member. If you wish to remain anonymous whilst accessing our services, please speak to a staff member. If you have any further questions or complaints regarding the privacy of your personal information, please speak to a staff member. Further information on privacy legislation is available from the Office of the Health Services Commissioner Vic - 1300 582 113

Use and Disclosure

Your information is strictly private and confidential. It will only be disclosed for purposes directly related to your care and treatment, or in a reasonably expected manor. There are circumstances where information is permitted or required by law to be disclosed to a third party. Your information may also be provided for statistical analysis or research purposes. Where the clinic engages a third party contractor, strict security and confidentiality requirements are imposed on how your information is used and stored.

Electronic Communication

All referrals and records are securely encrypted when sent to other health professionals. Patients aren't typically able to obtain advice related to their care by email unless the doctor determines that a face-to-face consultation is unnecessary. This is due to the insecurity of the email platforms.

Accessing Your Health Information

You can request access to your medical record, and any information the practice records about you. Your doctor will consider multiple factors when deciding to disclose your records to you. They may redact certain information to protect the privacy of others. Good communication is fostered through sharing information between staff and patients. Your doctor is happy to discuss your records with you. You may be asked to pay for the preparation of your records

Direct Marketing

This practice does not engage in direct marketing.

Resolving concerns regarding the privacy of health information.

If you have any concerns regarding the privacy of your personal health information, or the accuracy of this information, please discuss these concerns with staff. Inaccurate information will be corrected, and your concerns noted.