



Privacy Policy

The purpose of this document is to outline how Alpha Medical Centre complies with its confidentiality and privacy obligations.

Alpha Medical Centre is bound by Victorian privacy laws, the *Information Privacy Act 2000* and the *Health Records Act 2001*, as well as other laws that impose specific obligations in regard to handling personal and health information that directly or indirectly identifies a person.

This document outlines the need for the medical centre to collect information and the right of the individual to privacy. The medical centre can collect personal and health information necessary for its services and functions, whilst recognising that individuals have a right to have their information handled in ways that they would reasonably expect and in ways that protect the privacy of their personal and health information.

We are committed to protecting the privacy of personal and health information, patients are assured that their privacy will be protected when visiting Alpha Medical Centre and that any information we collect will comply with privacy compliance standards. Patients can access information held at this practice, except where access may legitimately be withheld.

Collection and Use of Personal Information

Personal and health information is collected by Alpha Medical Centre and used for the following purposes:

- Administrative purposes
- For the delivery of health services
- Billing purposes (including compliance with Medicare requirements)
- To comply with any legislative or regulatory reporting requirements, such as notifiable diseases
- For referral purposes to other providers e.g. Specialists or other health care providers
- Disclosure to others involved in your healthcare including health care providers outside the practice

Alpha Medical Centre must:

- Collect only information that is required for a specified primary purpose
- Ensure that the person supplying the information knows why the information is collected and how it is handled
- Use and disclose it only for the primary or directly related purpose, or for another purpose with the patient's consent (unless otherwise required, permitted or authorised by law)
- Store it securely, protecting it from unauthorised access retain it for the period authorised by the *Public Records Act 1973*.

If an individual wishes to complain about a breach of privacy; or access his or her own information held by us concerning their information; or find out more about how we deal with personal information, that individual can contact:

The Practice Manager, Alpha Medical Centre, 21 Middleton Crescent, Wodonga, Vic 3690.