

Our practice's Privacy Policy is displayed in the waiting room for patients to view. A copy of the Privacy Policy is available upon request and will be provided to any patient who wishes to obtain one.

Your medical record is a confidential document. St George Family Medical Centre is committed to maintaining the privacy and security of your personal health information at all times. We take reasonable steps to protect your information from unauthorised access, use, disclosure, loss, or misuse and ensure that it is only accessible to authorised personnel who require access in the course of providing your healthcare or as otherwise permitted or required by law.

Privacy Policy Statement

We Respect Your Privacy

At St George Family Medical Centre, we are committed to protecting your privacy and maintaining the confidentiality of your personal health information. We comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs) and relevant NSW health privacy legislation.

We collect personal and health information to provide you with safe, effective and high-quality healthcare. Wherever practicable, we will obtain your consent to collect, use and disclose your personal information. By registering as a patient and receiving care at our practice, you consent to the collection, use and disclosure of your information as outlined in this Privacy Policy.

How We Use and Disclose Your Information

Your personal health information may be collected, used or disclosed for the following purposes:

- Providing diagnosis, treatment and ongoing healthcare.
- Communicating with doctors, nurses, allied health professionals, specialists, hospitals, pathology and radiology providers, and other healthcare professionals involved in your care.
- Preventive healthcare activities, including reminders, recalls and follow-up care.
- Participation in national and state health programs and registers, such as the Australian Immunisation Register, where authorised or required by law.



- Administrative purposes, including appointment scheduling, billing, Medicare claiming, and collection of professional fees.
- Accreditation, quality improvement activities and clinical audits to support the delivery of high-quality healthcare. Wherever possible, information used for these purposes is de-identified.
- Teaching and training of medical students and GP registrars. Your involvement in teaching activities is voluntary, and we will seek your consent before a medical student or GP registrar is involved in your consultation.
- Research activities designed to improve patient care and health outcomes. We will not use your identifiable personal health information for research without your consent unless authorised or required by law. Wherever possible, information used for research and clinical audits will be de-identified.
- Meeting our legal and regulatory obligations, including mandatory reporting and notification requirements (for example, certain communicable diseases) where required by law.
- Other purposes where you have provided consent or where disclosure is authorised or required by law.

We will only disclose your personal information to those who need it to provide your healthcare or where disclosure is authorised or required under Australian law.

Access to Your Health Information

You have the right to request access to the personal health information we hold about you. Requests should be made in writing to the Practice Manager and will be managed in accordance with applicable privacy legislation.

An administration fee may apply to cover the reasonable costs associated with processing your request, including photocopying, printing or preparing your records.



Feedback, Privacy and Complaints

At St George Family Medical Centre, we value your feedback and are committed to providing safe, high-quality healthcare and excellent customer service.

We take all concerns, suggestions and complaints seriously and encourage you to let us know if you have any feedback about your experience at our practice.

If you have a concern or complaint, you are welcome to discuss it with your treating doctor or a member of our reception team. Alternatively, you may submit your feedback in writing to the Practice Manager or place it in the suggestion box located at reception.

All written concerns and complaints will be acknowledged and managed promptly, confidentially and in accordance with our complaints management process. Where appropriate, the Practice Manager will provide a written response.

You have the right to refuse to provide certain personal or health information or to withhold consent for particular uses or disclosures of your information. Please note that this may affect our ability to provide you with safe, comprehensive and ongoing healthcare. If legislation prevents us from providing you with access to certain information, we will explain the reasons to you where permitted by law.

You are welcome to discuss any concerns you have regarding the collection, use, disclosure or handling of your personal health information. Reception staff can provide you with a copy of our Privacy Policy and information about how to access your medical record. Requests for access to your medical record will be managed in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and applicable NSW health privacy legislation. An administration fee may apply to cover the reasonable costs associated with processing your request.

If you are not satisfied with the outcome of your complaint, or if we are unable to resolve the matter, you may contact the Health Care Complaints Commission (HCCC) NSW.

Health Care Complaints Commission (HCCC) NSW
Locked Bag 18
Strawberry Hills NSW 2012
Telephone: 1800 043 159 (toll free within NSW) or (02) 9219 7444
Website: www.hccc.nsw.gov.au Email: hccc@hccc.nsw.gov.au

