



MEDALLIANCE

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✉ admin@medalliance.com.au

PRIVACY, COMMUNICATION AND FINANCIAL RESPONSIBILITY POLICY

PERSONAL INFORMATION

The 'personal information' we collect includes your name, date of birth, address, contact details, Medicare number, healthcare identifiers and health fund details. Medical information may include medical history and any care you may need. Doctors need information about your past and present health in order to provide you with high-quality care.

PROVIDING INFORMATION TO OTHER DOCTORS

In this practice, it is normal for all doctors to have access to your medical records. If you have any concerns about this please discuss them with your doctors or practice staff.

It is important that other people involved in your care, such as medical specialists and other healthcare professionals, are informed of the relevant parts of your medical history, so they can provide the best care for you. Your doctors will let you know when this is necessary.

PROVIDING INFORMATION TO OTHERS

We sometimes share your personal information:

1. with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
2. with other healthcare providers
3. when it is required or authorised by law (for example court subpoenas)
4. when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
5. to assist in locating a missing person
6. to establish, exercise or defend an equitable claim
7. for the purpose of confidential dispute resolution process
8. when there is a statutory requirement to share certain personal information (for example some diseases require mandatory notification)
9. during the course of providing medical services, through electronic transfer of prescription or test request, My Health Record, etc.

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.



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USING HEALTH INFORMATION FOR QUALITY IMPROVEMENT, RESEARCH AND TEACHING

This practice may use patient health information to assist in improving the quality of care we give to all our patients, by reviewing the treatments used in the practice.

Your information held by the practice may be used in research projects to improve healthcare in the community; however, this information will not include data that can identify you.

SECURITY OF INFORMATION IN THE PRACTICE

Australian privacy legislation applies to all personal health information recorded in electronic and paper records. All records must be kept secure to protect against unauthorized access. This practice complies with these requirements to protect your information.

ACCESS TO YOUR INFORMATION

You may ask practice staff about any aspect of your healthcare, including information contained in your record. You can request access to your medical record and any other information the practice records about you.

If you request access to your medical record, your doctors will need to consider if there may be a risk of physical or mental harm to you or any other person that may result from disclosure of your health information. Your doctors may need to remove any information that will affect the privacy of other individuals.

Sharing information is important for good communication between you and practice staff. Your doctors are able to provide a full explanation of the health summary or medical record you are provided access to.

Depending on what is involved, you may be asked to contribute to the cost of providing the information.

COMMUNICATIONS WITH THE PRACTICE AND DOCTORS

The doctor and practice staff may contact you by phone and email. Appointment reminder may be sent via SMS. Your appointment may be canceled if confirmation cannot be obtained.

FINANCIAL RESPONSIBILITY

This practice is not a bulk billing practice. Payment is expected on the day. On booking your appointment, the administrative staff will be able to give you an estimation of the cost. Delay in payment may result in referral to debt collection agency.

POLICY REVIEW

The policies above will be reviewed periodically. Changes will be displayed on our website and waiting room.