Jasper Family Medical Practice abides by the Privacy Act (1988) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

As an organisation, our principle concern is and always has been the health of patients who visit our medical centre. A high level of trust and confidentiality is required to ensure the confidence of the patients we serve.

Patients can be assured that their privacy will be protected when visiting our practice; that the information collected and retained in our patient records is correct and up-to-date; and that they can access their information for review.

**Collection of Information**

* We will only collect information necessary for providing you with a health service
* Where practical we will only collect information directly from you
* We seek your assistance to ensure that information we hold about you is accurate and up-to-date

**Access to Your Information**

* You can access your personal health information held by the practice
* If you need access to your records, practice staff can advise you of the process and any costs that may be involved

**To Whom Do We Disclose Information**

* To provide you with a quality health service we may disclose selected personal health information to others involved in your treatment and care such as:
* Treating hospital
* Specialist
* Pathology provider
* Medical imaging services (e.g. x-ray)
* Pharmacist
* Allied health professional
* We only disclose those details necessary for you to receive appropriate care from the health service concerned
* Limited information (for billing or public health registers) must be disclosed by law to government bodies overseeing the provision of public health services (e.g. for billing purposes we are required to provide to Medicare Australia a Medicare number in connection with the type of medical service we provide to you)

**Respecting Your Privacy**

* Our Privacy Policy underpins our handling of privacy issues
* Our staff and doctors are trained in good privacy practice
* Patient privacy information is available from the practice
* Our informed and caring staff and doctors can advise you on any of your privacy concerns

**Your Concerns**

* If you have any concerns about the way staff or doctors are handling your privacy or you need to access your information please speak to one of our staff or to your doctor as appropriate
* If you are unable to resolve the issue with the practice you can contact the:

Privacy Commissioner

**P:** 1300 363 992

**W:** [www.privacy.gov.au](http://www.privacy.gov.au)