

Why personal & health information is collected.

Who collects personal & health information?

Protecting your personal & health information.

To whom and under what circumstances is personal & health information disclosed?

How is personal & health information stored.

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Privacy Policy

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if you require a complete policy, please send a written request via post or email to
Mrs Marianne Shearer
Chief Executive Officer

melbourne east
GP network 

*Winner of the Prime Minister's Award
For Excellence in Community Business Partnerships 2007
(Victoria Medium Business)*

Privacy Policy

 **melbourne east**
GP network
Delivering local health solutions through General Practice

Melbourne East GP Network Privacy Statement

Melbourne East GP Network (Melbourne East) supports local general practitioners (GPs) who work at clinics in the central eastern suburbs of Melbourne. One way Melbourne East supports GPs is by providing health services to GP's patients.

Our health service program goals are:

- ◇ To improve the health-related quality of life for people participating in its programs;
- ◇ To improve the use of the health care system by the local community; and
- ◇ To encourage collaboration between individuals, their families and health care professionals in the management of health.

Protecting the Privacy of your Personal Information

In complying with the Commonwealth Privacy Amendment (Private Sector) Act 2000, the Victorian Health Records Act (2001), and being consistent with aspects of the Victorian Freedom of Information Act (1982), **Melbourne East** has developed a Privacy Policy that governs its handling of personal and health information.

Our Privacy Policy governs:

- ◇ What personal and health information is collected;
- ◇ Who collects personal and health information;
- ◇ How personal and health information is used;
- ◇ To whom and under what circumstances personal and health information is disclosed; and
- ◇ How personal and health information is transferred and stored.

This is a summary only and, if you require a complete policy, please send a written request via post or email.

The reason we are collecting personal & health information from you

The information we collect from you will assist us to provide you with high quality health care. Information collected by the Network will be the minimum necessary and will only be used for the purposes for which it is collected.

Communication and Disclosure

With your consent, we will collect information directly from you and your GP and other practitioners as part of the referral process to our health service programs.

At some time during your health care, **Melbourne East** staff may communicate information about your well-being to your referring GP and other agencies with your consent. We would only pass on information about you if authorised by you or by law.

Storage

Information that we collect from you when you participate in our health service programs will be stored in a central paper record which is securely locked. Your health information will be stored for seven years. We will also store some information on our computer system which has restricted access and password protection. This information will only be available to relevant **Melbourne East** staff.

Disposal

Information we collect about you will be disposed of in a secure manner.

Evaluation

Some information that we collect about you will be used for evaluation and planning purposes but will not reflect any of your personal details. This information helps us to ensure we continue to provide all of our GP's patients with high-quality services.

Giving us accurate information

We collect information about you so that we can understand the effectiveness of our health service programs and to provide you with high-quality health care. If you choose not to tell us some information, or provide us with inaccurate information, it may put your health at risk and potentially impact your access to high quality care.

Staff responsibility

All **Melbourne East** staff must keep information about you confidential, complete and accurate at the time of service. Staff will be appropriately trained and will only have access to your information where they have a specific role.

Access to your information

Yes, you have a right to request access to your information and ask for it to be corrected if necessary. There may be a small fee associated with such a request.

Complaints

If you have a complaint that concerns privacy or confidentiality please let us know.

You may also contact:

The Office of the Federal Privacy Commissioner:

Phone: 1300 363 992

or

The Office of the Health Services Commissioner:

Phone: 03 8601 5222

