

Privacy Policy

Eyemedics is committed to ensuring that all of our patients receive an exceptional level of professional service and the highest level of personal care. Eyemedics is bound by the *Privacy Act 1988* that sets out a number of principles of handling personal information of individuals.

Collecting your personal information

Personal information collected may include an individuals':

- Name
- Date of birth
- Occupation
- Address (postal and email)
- Telephone numbers
- Residency status
- Medicare, Health Fund and health insurance cover details
- Medical history, test results and other health information
- Other related information
- Next of Kin
- Persons to contact in case of emergency

Sharing your personal information

Your information will be used in the normal course of managing your health care. This may include referrals to other specialists (including radiology and pathology) and allied health professionals. Eyemedics consultants and clinical staff are often involved in research projects, de identified information is used for these projects. For research projects that require identified information we ***will always seek your written permission first.***

From time to time there may be instances where we are legally bound to disclose some personal information (such a mandatory reporting).

At all other times, your personal details and medical history are confidential between you and your Doctor in this practice and will not be released to anyone else, including family members without your written consent.

Your access

You have a right to see or obtain a copy of all information that we hold about you, subject to exceptions allowed by law. All requests need to be made by completing a ***Patient Information Access*** request form. These are available from reception. Eyemedics reserves the right to charge a fee for searching for, and providing access to, your information for each request. This fee is non refundable from Medicare or your private health fund.

Security

Your health records are stored safely and securely to prevent unauthorised access.

New Patients

All new patients to our practice will receive a copy of our Privacy Policy

Complaints

Individuals who believe that Eyemedics has breached their privacy rights in any way or wish to discuss any issues about Eyemedics privacy policy, should contact the Practice Manager who will try to satisfy any questions and correct any errors on Eyemedics part. If the Practice Manager is not able to satisfactorily answer an individuals' concerns, the individual has the right to make a complaint to the Privacy Commissioner:

- Telephone: 1300 363 992
- Email: enquiries@oaic.gov.au
- Fax: 02 9284 9666
- Mail: GPO box 5218, Sydney, NSW, 2001

Practice Contact Details

Practice Manager: Tracy Afford
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