

PRIVACY POLICY

The Practitioners and staff of the Adelaide Eye and Retina Centre are committed to providing you with the best possible care and support. For this reason, on becoming a patient in this practice we will ask you for some highly personal information which will be recorded and stored in a file created for you.

It is important for you to understand how your co-operation in providing this personal information enables the care process to be effective and give you the best possible outcomes. With this in mind, we are committed to protecting your privacy in line with National Privacy Principles, of which a copy is available upon request.

This policy is in place for all parties involved in the collection, storage and use of this information and we are all obligated to abide by the conditions of this agreement.

Information Collection

The following information is required to ensure you are provided the best care possible:

- **Your full legal name, date of birth, residential and postal address and telephone numbers**

These details are crucial for correct identification of each person and relevant to questions that may arise about care and treatment, appointment scheduling and for communication purposes. We also need to keep addresses and telephone details current for reminders if necessary.

- **Your Medical History**

Details about existing medical conditions, including any known allergies, prescribed and non-prescribed medications, and allied health care options. This information is essential in determining your care and outcomes.

- **Medicare Number and Health Fund details**

These details are required for accounting purposes. Concession details such as Pension Card number and, Veterans Affairs number are required for claiming concession benefits where applicable.

- **Referring practitioner's name and address and telephone numbers**

Regardless if you were referred by your GP, another Medical Specialist or an Optometrist, this information is required to communication with your referring practitioner about your care and also to ensure you receive a rebate for MBS items covered by Medicare.

Information Storage and Disposal

Medical Information is recorded on paper files and in some instances on a computer system. Paper files are stored within on-site filing cabinets in staff access only areas, or in the case of archived material in a lockable storage room. Computer records are protected by password access. All these files are utilised by authorised personnel only.

Any information no longer required is appropriately destroyed by shredding to protect identities and personal information.

Information Disclosure

Your specialist will write or communicate with your referring practitioner and GP, summarising the findings and appropriate care and treatments as a result of your consultations. From time to time, other practitioners involved in your care may ask for copies of these letters to keep them informed of your condition. In some instances, your information may also be relayed to other health care providers such as pharmacists to have medications necessary for your treatment if it is deemed to be in your best interests.

We may also be required by law to release information relating to public health matters or statutory requirements – this information is kept strictly confidential.

Your written consent is required before we can disclose information to third parties. However upon your written request, your records and / or medical information can be made available to any Doctor who needs them to assist in your care or provide additional opinion.