



Policies and procedures

Administration

Privacy and Confidentiality

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Related form: [Privacy and Confidentiality form](#)



1. Privacy Policy

We take our client's privacy very seriously. This policy explains how we collect and use your personal and health information.

All persons, staff, contractors, volunteers and students who come into contact with, or have access to, confidential information have a responsibility to maintain the privacy, confidentiality and security of that information

First Peoples' Health and Wellbeing will always look after your personal information in a way that protects your privacy and adheres to the National Privacy Principles and the Victorian Health Records Act. You may request a copy of our privacy policy at any time.

You may request a copy of your health record by asking your GP next time you are here, or by writing to The Privacy Officer First Peoples' Health and Wellbeing 317-319 High Street Thomastown VIC 3074.

2. Why and when your consent is necessary

When you sign up as a new patient at First Peoples' Health and Wellbeing, you provide consent for our team to access your personal information so that we can provide you the best possible healthcare. If we use your information for anything else, we will seek your consent for this first.

If you do not consent to provide us with the required personal information, we may be unable to provide services to you and your diagnosis or treatment may be inaccurate or incomplete.

3. What First Peoples' Health and Wellbeing staff are committed to:

- Your information will only be accessed when it is required to be accessed for someone to do their job
- Your information will not be disclosed, copied, released, sold, altered or destroyed unless it is a part of someone's job to do so. If it is part of someone's job, they will follow the correct procedures



- Your information will not be misused and staff will not be careless when handling your information
- Staff will not disclose their personal computer passwords and will only share passwords in authorised situations
- All access to confidential information by staff may be audited
- All staff are required to report any activities to management that may compromise the confidentiality or integrity of any information
- All staff are committed to protect the privacy of their patients and employees
- All staff are responsible to uphold these values even after termination of employment

4. Your medical records

We take steps to ensure your medical records are:

- Up to date
- Accurate, complete, well-organised and legible
- Contain enough information to allow another health provider to care for you
- Contain a summary of your care
- Can be used to remind you about your follow-ups, check-ups and reviews

We collect, hold and use information for the following purposes

- to provide medical services and treatment to you, and to enable you to be attended by medical practitioners or other health practitioners
- for administrative and billing purposes;
- be used to assist in the running of First Peoples' Health and Wellbeing
- be shared when required with relevant individuals involved in your healthcare
- be used in a way that does not personally identify you in reports for organisations that provide funding to First Peoples' Health and Wellbeing
- contact you about my health and remind you about your appointments
- comply with any laws or regulation requirements e.g. notifiable diseases



FIRST PEOPLES'
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- be added to national and state reminder systems including cancer screening and immunisations

If you wish to remain anonymous when using First Peoples' Health and Wellbeing, please talk to the clinic team.

5. Further information

If you have any privacy concerns or would like further information, please address your queries in writing to:

The Privacy Officer

First Peoples' Health and Wellbeing

317-319 High Street Thomastown VIC 3074 or thomastown@fphw.org.au

You will receive a response within 30 days.