

**Fountain Gate Physiotherapy**  
**427 Princes Highway, Narre Warren Vic 3805**  
**Tel: (03) 9796 7599**  
**Fax: (03) 9796 0341**

## **PERSONAL INFORMATION MANAGEMENT POLICY**

Fountain Gate Physiotherapy is committed to providing quality health care for its patients. As a fundamental part of this commitment, Fountain Gate Physiotherapy recognises the importance of ensuring that our patients are fully informed and involved in their health care.

Fountain Gate Physiotherapy is bound by the National Privacy Principles. These Principles set the standards by which we handle personal information collected from our patients.

As a part of our commitment to providing quality health care it is necessary for us to maintain files pertaining to your health. The files contain the following information:

- personal details (your name, address, date of birth);
- your medical history;
- notes made during the course of medical or allied health consultations;
- referrals to other health service providers such as medical practitioners; and
- results and reports received from other health service providers such as medical practitioners, pathologists, and radiologists.

The information held about you is provided by you or arises as a consequence of information provided by you.

Your patient file is handled with the utmost respect for your privacy. The file will be accessed by your consulting practitioner, and when necessary, for example in the absence of your usual consulting practitioner, by other consulting practitioners in the practice. It may also be necessary for our staff to handle your file from time to time to address the administrative requirements of running a practice. Our staff are bound by strict confidentiality requirements as a condition of employment regarding your patient records.

We use personal information about you:

- to assist in providing a health care service; in particular, in providing a medical or allied health service;
- to assist in performing and providing health and community related benefits and services to you;
- to represent your interests in dealings with any relevant authority which may affect any medical or health matters relevant to your needs;
- to provide newsletters or other information to you concerning Fountain Gate Physiotherapy and generally to promote our services; and
- operation of our affairs and business, eg. to communicate with you in relation to your health needs and anything else which may affect your relationship with us.

We will not disclose personal information about you to any person except in the ordinary operation of the affairs of Fountain Gate Physiotherapy, which may include providing information on a confidential basis to a mailing house when we send out newsletters and the like concerning benefits and services available to you as a patient of Fountain Gate Physiotherapy. We do not provide information about you to mailing houses for resale.

We will not use or disclose any personal information about you if doing so would be contrary to our legal obligations to you or under any law.

At any time you may opt out of receiving any communications from us (other than as required for the operation of our business, eg. regarding payment of your account, or to communicate in relation to any legal matter).

Ordinarily, we will not release the contents of your patient file without your consent. However, we advise that there may be occasions where we will be required to release the details of your file, irrespective of whether your consent to the disclosure of the information is given. This will occur where the law requires disclosure, such as pursuant to a subpoena.

We advise that as a patient of this practice, you have rights of access to any information we hold concerning you. If you wish to access this information, we refer you to our handout entitled **"ACCESSING YOUR PATIENT RECORDS"**.

You may request access to personal information we hold about you, by writing to the Privacy Officer at the address below. You do not have to provide a reason for requesting access.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request the information to be amended. We will consider if the personal information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

Any questions about the Fountain Gate Physiotherapy Health Privacy Policy, or any complaint regarding treatment of your privacy by Fountain Gate Physiotherapy, should be made in writing to the address below.

Our contact details are as follows:

Centre Coordinator (Privacy Officer)  
Fountain Gate Physiotherapy  
427 Princes Highway, Narre Warren Vic 3805  
Phone: (03) 9796 7599  
Fax: (03) 9796 0341

As part of our commitment to preserving the confidentiality of the information and records contained in your Patient File, we advise that strict secure storage policies are observed in this practice. [Your electronic records are accessible only by staff of this practice and are protected by a security password. Your records are kept in secure areas accessible by authorized staff and treating Practitioners only].