
Privacy Policy

CONFIDENTIALITY OF PATIENT INFORMATION

The Geelong Anaesthetic Group is committed to protecting the privacy of personal information of all patients who use our services, as well as staff. Protecting privacy is the obligation that the Geelong Anaesthetic Group has to use information for authorised purposes and to protect it from misuse as well as unauthorised disclosure.

The Geelong Anaesthetic Group recognises that much of the personal information collected and used is sensitive and requires extra protection to ensure that it is secure. While some information will need to be shared with other professionals, this must always occur within the context of the following Federal and State legislation by which the Geelong Anaesthetic Group is bound:

- The Privacy Act 1988 (National)
- Privacy Amendment (Private Sector) Act 2000 (National)
- Information Privacy Act 2000 (Victoria)
- Health Records Act 2001 (Victoria)

The Geelong Anaesthetic Group collects your personal and medical information including your medical history and your medications, as well as your Medicare details and registered Health Insurance Fund details, and in some cases your billing or banking details.

Your personal and medical information including your medical history and your medications, as well as your Medicare details and the details of your registered Health Insurance Fund, is collected for the purpose of providing you with a medical service; this information may be required by law. Your information may be used for medical assessment, administration of medical services, to assess Medicare and registered Health Insurance Fund benefits for services rendered, and may be used to update the Geelong Anaesthetic Group administration records.

All details that you provide, including any billing or banking details, are stored in a secure manner in locked filing cabinets and locked safes; and where stored electronically your information is protected by encryption and computer security software. Patient health records are retained incessantly on the Geelong Anaesthetic Group system and it is your responsibility to advise the Geelong Anaesthetic Group of any changes to your details or situation (such as changes to medication, health, or other service provider changes). It is also your responsibility to advise the Geelong Anaesthetic Group of any changes to your contact details.

All employees of the Geelong Anaesthetic Group, including anaesthetists and administration staff, may have access to your information to ensure you are provided with exceptional service. All administration staff have signed confidentiality agreements upon commencement of employment and all staff have been trained in the collection, handling, sharing, and in maintaining security, of information.

Your information held on the Geelong Anaesthetic Group system may be made available for access to you upon your written request.

By providing your personal and medical information, including your medical history and your medications, as well as your Medicare details and registered Health Insurance Fund details to the Geelong Anaesthetic Group you consent to our privacy policy; and you therefore consent to the Geelong Anaesthetic Group disclosing your information to third parties. Your information may be disclosed to Medicare; The Department of Human Services; the Transport Accident Commission; registered Health Insurance Funds; and other trusted third parties who assist us in servicing you, so long as those parties agree to keep this information confidential, including other medical organizations providing services to you. We may also release your information where you have provided consent, or it is required or authorized by law. Third parties have separate independent privacy policies; the Geelong Anaesthetic Group therefore has no responsibility or liability for the content and activities of these third parties. Information about medical expenses for people under the age of 18 may also be disclosed to parents or guardians. Patient health information may also be used for quality assurance, research, and professional development within the Geelong Anaesthetic Group.

The Geelong Anaesthetic Group Privacy Policy is clearly displayed in our reception area and is also made available to any patient upon request.

You have the right to make a complaint to the Geelong Anaesthetic Group at anytime about services provided or received. We value and welcome suggestions and comments about any part of the services provided, as this assists the Geelong Anaesthetic Group with planning and improving services for the future. You can provide feedback formally in writing, or verbally, at any time.

If there are any questions regarding this privacy policy you may contact us using the information below:

Geelong Anaesthetic Group
Suite 5, Level 2
St John of God Specialist Centre
83 Myers Street
Geelong VIC 3220
Phone: 5222 3500
Fax: 5222 4044
Email: admin@gag.com.au
Web: www.gag.com.au

Complaints concerning privacy issues can be made with the National Privacy Commissioner:

The National Privacy Commissioner
GPO Box 5218
Sydney 1042
Privacy hotline: 1300 363 992