

HEALTHY HEARTS MELBOURNE PRIVACY POLICY

Healthy Hearts Privacy Policy

Healthy Hearts Melbourne protects your personal information under the Privacy Act 1988, The Privacy Amendment (Enhancing Privacy Protection) Act 2012, The Australian Privacy Principles and State and Territory Privacy Legislation.

This Privacy Policy explains how Healthy Hearts Melbourne, uses, discloses and stores your personal information, how you may access this information and how you may seek the correction of any information. The policy also contains information on how to make a formal complaint about a breach of privacy legislation.

What Information Is Collected?

Personal information such as contact details, including your name, address, date of birth, contact details, gender, health information and family history. Billing, Medicare and private health fund details are also collected.

Your information is largely collected from you personally, but may also be collected from other parties involved in your care such as your local doctor, radiologists, pathologists, hospitals and other relevant health care providers. In case of an emergency, your relatives may also need to be contacted.

The information collected may be obtained in person, in writing, by telephone, by email or by the Healthy Hearts Melbourne web page. This information may be collected by medical and non-medical staff.

How Is My Information Stored and Protected?

Your information is stored electronically by our medical practice software. Any hard copy written information is destroyed using confidential waste. Staff are required to read and sign our privacy policy and are educated regarding the importance of privacy. Buildings are secured with appropriate locks and alarms. Any personal information shared with third parties that assist in the provision of our services is sent in a secure format. Computer systems are protected by firewalls, virus protection, intrusion detection and passwords.

What May We Use This Information For?

Healthy Hearts Melbourne treats your personal information as strictly private and confidential. Your information will only be used and disclosed for purposes directly related to your care and treatment. This will include communication regarding your appointments.

How Do I Update My Information?

If your personal or billing information changes, please advise us. This can be done in person, in writing, by telephone, by email or by the Healthy Hearts Melbourne web page.

If there are specific limitations that you wish to place on the collection, use and disclosure of your information, please put your request in writing to the Practice Manager via email info@healthyheartsmelbourne.com.au.

Can I Access My Information?

You are entitled to request access to your medical information/records. Requests for copies of medical records should be made in writing and presented in person at our reception, with photo identification provided to assure privacy. Requests for copies of medical records can usually be provided but will be dealt with in keeping with the Freedom of Information Act. There may be a reasonable administrative fee retrieving and providing copies of your medical file.

Complaints

If you have a complaint about the privacy of your personal information, we request that you contact the Practice Manager in writing. Upon receipt of your complaint, our Healthy Hearts Melbourne administration will consider the details and attempt to resolve it per our complaints handling procedure. If you are dissatisfied with the handling of your complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner.

Patient Privacy Policy and Consent Form



HEALTHY HEARTS MELBOURNE CONSENT

By taking part in procedures/consultations you agree to the following:

- Healthy Hearts Melbourne operates a private billing practice and requires payment in full on the day of the consultation/procedure. This applies to both in-person and virtual consultations.
- By taking part in the consultation/procedure you agree to accept liability for these charges/fees
- Healthy Hearts Melbourne contacting you by telephone, electronically by email or similar, SMS, video/telehealth.
- Please speak with one of our staff members if you require further information about our fees/charges or billing policy.
- Results and reports will be issued directly to your referring Doctor. If you require a copy of your results/reports, please obtain these directly from your referring Doctor. This permits clear contextual communication regarding the content.

Patient Privacy/Personal Information Consent:

I acknowledge that:

- I consent to the collection, use and disclosure of my personal information for the purposes set out above, subject to any limitations that I notify Healthy Hearts Melbourne in writing.
- I understand that I am not obliged to provide any information requested of me, but that my failure to do so might compromise the quality of health care and treatment given to me.
- If my personal and health information is to be used for any other purpose other than that set out above, my further consent will be obtained (unless otherwise ordered by a court of law).
- Please tick this box if you do not wish your completely de-identified information to be used for research purposes as outlined above.
- Please tick this box if you have specific limitations on the disclosure of your information.
- I have had the opportunity to ask any questions and have had these questions answered to my satisfaction.

PATIENT DETAILS

Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Dr	<input type="checkbox"/> Other
Last Name				First Name		
Date of Birth				Date		
Signature (or sign at the time of your appointment)						

Once completed please email this form to patientdetails@healthyheartsmelbourne.com.au

Please visit our [Website](#) where you will find our handy [Healthy Hearts Melbourne Patient Checklist](#).