

Your privacy matters to us!



How we use and protect your health information

When you enrol with us, we collect and use your health information so we can give you safe, high-quality care.

Here's what you need to know:

What information do we collect?

We collect information you share with us, and sometimes information we receive from other health services involved in your care e.g.

- laboratory results
- clinical notes from specialists
- results and reports from other health providers e.g. radiology
- letters from ACC
- hospital discharge summaries.

This helps us understand your health needs and look after you properly.

Why do we collect or share this information?

Your health information may be shared only when needed, for example:

- to refer you to a specialist
- to get test results
- to co-ordinate care with other health professionals
- to claim funding or payments you're entitled to.

We only share what's relevant to your care!



Click here to read more detailed information about how your personal health information us used and stored

Your information is confidential

Your health information is:

- stored securely
- only accessed by staff involved in your care
- protected by strict privacy laws (the Privacy Act).

We do not share your information unless it's allowed by law or you've given permission.

Your rights

You have the right to:

- see your health information
- ask for it to be corrected
- ask how your information is used

If you have any questions, just ask us.

Working together for safe care

Sharing health information appropriately helps:

- avoid repeating tests
- improve safety
- make sure the right people are involved in your care

Our priority is your health, your privacy, and your trust.

Questions or concerns?

Talk to our team — we're happy to explain.