

Aim

This leaflet aims to explain clearly how personal information about you and your health is recorded and managed in this clinic. Your Homœopath will be happy to discuss this with you.

Your Personal Health Information

Homœopathy views many symptoms in order to treat the underlying causes of ill health. Your Homœopath needs information about your past and present health in order to provide you with high quality care. Questions may also be asked about diet, sleep, lifestyle, psychological and emotional aspects and about family medical history. This clinic will make sure that you are able to discuss your health with your Homœopath in private.

Information is called 'personal health information' if it concerns your health, medical history or past or future health care and if someone reading it would be able to identify you from this information.

This clinic ensures that your personal health information is kept private and secure. The approach used is consistent with the provisions of Federal and State Privacy Legislation.

Your Health Records

Your Homœopath will do his/her best to make sure that your health records:

- are accurate, comprehensive, well-organised and legible;
- are up to date;
- have enough information to allow another Homœopath to care for you;
- do not contain offensive or irrelevant comments about you;
- contain a summary of your care; and
- can be used to remind you, with your permission, to return for follow up, check-ups and reviews.

Your Homœopath will only collect information which is relevant to your care. If you are uncertain as to why information is being requested, ask your Homœopath.

Providing your information to other health professionals

The Homœopath(s) in this clinic respect your right to decide how your personal health information is used or disclosed (for example to other health professionals). In all but exceptional circumstances, personal information that identifies you will be sent to other people only with your consent. Gaining your consent is the guiding principle.

It may be important that other health professionals involved in your care are informed of relevant parts of your health record so they can best care for you. After discussion with you, your Homœopath will write a letter to the other health professional, which will either be posted or given to you to take to them. If you have any concerns about this process, discuss them with your Homœopath.

In many group practices, it is customary for all health professionals in the clinic to have access to all the health records. If you have any concerns about other health professionals in this clinic being able to see your records, discuss your concerns with your Homœopath.

Providing your information to others

Your Homœopath will not disclose your personal health information to a third party unless:

- you have consented to the disclosure: or
- this disclosure is necessary because you are at risk of harm without treatment and you are unable to give consent—for example you might be unconscious after an accident; or
- your Homœopath is legally obliged to disclose the information (e.g. a subpoena or court order); or
- the information is necessary to obtain Medicare payments or other health insurance rebates.

In any of the above cases, only information which is necessary to achieve the objective will be provided.

Using health information for quality improvement and research

We use patient health information to assist in improving the quality of care we give to all our patients by reviewing the treatments used in the practice.

We may also use information that does not identify you in research projects to improve health care in the community.

Wherever practicable, the information used for research will not be in a form that would enable you to be identified. The publication of research results which use your information will never be in a form that enables you to be identified without your consent.

Security of information in the practice

Some homœopathic practices have transferred their health records to computer systems in the past few years. We will ensure that any of your personal information that is put on computer will be kept private in the same way as occurs with paper records. This will protect your record from unauthorised access.



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Your access to your health information

You have access to the information contained in your health record. You may ask your Homœopath about any aspect of your health care including information in your record. We believe that sharing information is important for good communication between you and your Homœopath and for good health care.

Information in your record can be provided to you by way of an accurate and up to date summary of your care, for instance if you are moving away and are transferring to a new Homœopath. Do not hesitate to ask your Homœopath if you want a summary of your care for any reason. If you request a summary or direct access to your full medical record your Homœopath will need to take out any information provided by others on a confidential basis. Your Homœopath will also need to consider the risk of any physical or mental harm to you or any other person which may result from disclosure of your health information.

Your Homœopath will be pleased to provide a full explanation of the health summary or medical record provided.

Depending on what is involved, you may be asked to contribute to the cost of providing the information.

Resolving your concerns regarding the privacy of your health information

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held by the practice, you should discuss these with your Homœopath. Inaccurate information will be corrected or your concerns noted in the records if it is not possible or desirable to alter the original record.

Further information on Privacy Legislation is available from:

Office of the Federal Privacy Commissioner
1300 363 992

Office of the Health Services Commissioner (Victoria)
03 8601 5200 (metro area) ; 1800 136 066 (country)

Community and Health Services Complaints Office
(ACT) 02 6205 2222

Office of the NSW Privacy Commissioner
02 9268 5588

Your A.H.A. Professional member:



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Personal Information, Privacy and Your Homœopath



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'Your Privacy is our Business'