

# Privacy Statement

## Your Medical Record

Your medical record is **confidential** and must be protected in accordance with legislation.

It is only available to necessarily authorised staff who must maintain security of your personal health information **at all times**.

Congress undertakes auditing to ensure that only authorised staff access your record.

By law, Congress must continue to retain and protect your medical record even if you do not continue to access our services.

## How we use your information

Your personal information is used for the following reasons:

- to provide authorised staff with information necessary to ensure you receive the highest quality of care (including health practitioners and support staff across Congress programs and at each Congress site)
- to send reminders to you about follow-up care and appointments
- for collection and analysis of information for quality improvement activities (we will always remove any information that can identify you, such as your name and date of birth)

*Some examples of when and where your personal information is disclosed include:*

- when you are referred to another health service for further care (e.g. the local hospital, a specialist or another GP service)
- when the law requires us to report notifiable diseases (e.g. rheumatic fever and other infectious diseases)
- when it is required by law for legal proceedings (e.g. if we receive a subpoena or a court order)
- to the Northern Territory Pap Register
- to the Northern Territory Rheumatic Heart Disease Register
- to the Northern Territory Immunisation Register
- to Medicare for the purpose of bulk billing (to cover the costs of our services)
- in other situations where we have your written consent

## Your access rights

The *Privacy Act* gives you the right to access your health record. If you would like to access your health record, a Congress staff member can assist you to do so.

For more information, you can ask us for a copy of our *Privacy & Protection of Personal Health Information Policy* and *Management of Health Information Policy*.

If you would like to provide us with any feedback, there is a confidential feedback box located at all Congress sites.

For more information contact our Head Office on (08) 8951 4401.

