Your privacy is protected at Congress

YOUR MEDICAL RECORD

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

It is only available to staff that are authorised and need it to assist with your health care.
They 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 keep 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 needed to ensure you receive the highest quality of care (including health practitioners and support staff across Congress programs and services)
- 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 (eg. rheumatic fever and other infectiousdiseases)
- when it is required by law for legal proceedings (eg. 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 and Confidentiality 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. You can also provide feedback online at www.caac.org.au

For more information contact Congress on 8951 4400

CENTRAL AUSTRALIAN **ABORIGINAL CONGRESS** ABORIGINAL CORPORATION

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▪ FOR THE PEOPLE ▪

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