

Patient Privacy

Corymbia House Services takes patients privacy very seriously. It is the policy of Corymbia House that all efforts will be made to maintain patient privacy while attending the centre and all records are kept securely in accordance with privacy principles.

Privacy Compliance

Corymbia House is bound by the National Privacy Principles (Privacy Act 1998, as amended). Corymbia House deals with personal information in accordance with such principles.

The National Privacy Principles can be obtained through the website of the office of the Australian Information Commissioner (<http://www.privacy.gov.au/law/act/npp> <http://www.dpmc.gov.au/privacy/legislation.cfm>).

Information Collected by Corymbia House

Patient Information

Corymbia House holds the following information with respect to its patients.

- Name.
- Personal address.
- Postal address.
- Next of kin.
- Telephone numbers.
- Fax number
- Date of birth.
- E-mail address.
- Medical history.
- Treatment plan and treatment details.
- Clinical Photographs when necessary.

The purpose of the above information is to assist the Staff – both Medical and Administrative to carry out the operation of the centre.

The purpose of the above information is to enable the centre to effectively treat patients

How does Corymbia House use information?

Information is collected from patients through the provision of that information on their behalf by their treating practitioner or directly from the patient.

Information concerning patients is stored electronically on our computer system which is maintained in a secure environment.

All personnel have signed Privacy and Confidentiality Agreements binding them to comply with the National Privacy Principles.

Access to records

Patients of the centre may request access to personal information by writing to the Privacy Officer. Persons entitled to access do not have to provide a reason for requesting access. The patient will be notified when their record will be available for personal viewing at the centre.

Applications should be made in writing. Verification will be made prior to response.

Applications should be forwarded to:-

Privacy Officer
Anne Sutherland
Director Of Nursing
Corymbia House
92 David Street
Dandenong 3175

Ph: 9791 3533 Fx: 9706 8044
e-mail: asutherland@corymbiahouse.com.au

If a person believes that information held by the centre is incorrect, incomplete or inaccurate they may request amendment of that personal information. The centre will consider if the information requires amendment. If the centre does not agree that there is any ground for amendment it will, if the person seeking the amendment requires, place with that person's personal information, a statement from that person as to why the information is not accurate or up to date.
If patients wish to obtain access to or wish to notify any changes to their details kept at the centre, they should contact the Privacy Officer for a copy of the protocol and the forms for carrying out these functions.