

Queensland Injectors Health Network Ltd.

**CLINIC INFORMATION
AND COLLECTION STATEMENT****Practice Billing**

We are a fully bulk billing General Practice for Medicare eligible patients. We also provide low cost care for those who are non-Medicare eligible. For those who are non-Medicare eligible, the appointment fees are based on the length of the consultation with the G.P. but are calculated on an equivalent time basis as per the current Medicare fees. Please note that Pathology and other tests are not included in the general clinic fee for non-Medicare eligible patients.

Consulting Hours

Our clinic is open Monday to Friday. Our normal opening hours are: 8:30am-5:00pm Monday and Wednesday, 8:30am-6:00pm Tuesday and Thursday, and 8:30am-4:30pm on Friday.

Afterhours Medical Assistance

For afterhours medical assistance, please contact the Hello Home Doctor Service on 134 100. This is a bulk billing service available on weeknights, weekends (apart from Saturday's between 8am-12pm) and public holidays.

For care on Saturday's between 8am and 12pm, please call Stonewall Medical Centre on 07 3857 1222. Stonewall Medical Centre is located at 52 Newmarket Road, Windsor. Please be aware that there will be a consultation fee payable for your appointment there. Fees range from \$75 to \$155, depending on the type of consultation. You will receive a Medicare rebate between \$39.10 to \$111.50 if you hold a current Medicare Card for these consultations. For emergencies, please dial 000 or go to your nearest hospital emergency department.

Billing Principles

We are a bulk-billing General Practice for eligible Medicare card holders. We also provide low cost care for those who do not hold a Medicare card. Appointment fees for patients without a Medicare card are based on the length of the consultation with the G.P. An estimate will be provided at the time of booking and the final fee will be advised upon completion of your appointment.

Please note that pathology and other tests are not included in the general clinic fee and may incur a fee payable directly to the pathology or radiology provider. These costs will vary between providers based on whether you hold a Medicare card, Medicare eligibility, and if the testing is covered by Medicare. You should contact your preferred provider to discuss potential out-of-pockets.

Communication policy including receiving and returning telephone calls

Please note appointments cannot be made via email. To make an appointment please use the booking system on the Better Access Medical Clinic www.betteraccessmedical.org or via HotDoc www.hotdoc.com.au or telephone our reception.

Follow Up of Results

While we prefer for appointments to be made to follow up on results, some results can be given over the phone. This is at the doctor's discretion. In the event of an urgent result being received, we will contact you immediately via the contact methods provided in your medical record. For all other results, you will be notified to make an appointment with your doctor to discuss your results.

How we handle your health information

Our staff are trained to handle your information discreetly and privately. We may collect personal and private information and hold this information on both electronic and hardcopy files. We also engage in a range of security initiatives to protect your information from loss or misuse (password protected electronic storage and secure management of hardcopy records). If you have questions about how we handle your information, please speak to your treating medical practitioner or the registered nurse.

Protecting the Privacy of your Personal and Sensitive Information

The Better Access Medical Clinic operates in accordance with the Commonwealth Privacy Act (1998) and the Privacy Amendment (Enhancing Privacy Protection) Act (2012).

What information is collected?

At the Better Access Medical Clinic, both personal and sensitive information is collected. The Better Access Medical Clinic only collects personal and sensitive information necessary for the undertaking of functions and activities relating to the services we offer.

How we collect your information

Information is collected directly from you or from third parties, where you have given your consent for third parties to disclose information.

Why we collect health information

We collect information to assist in providing an appropriate service to you and discharge our duty of care and other legal responsibilities. We also collect information for the normal running of a business, for example, billing purposes.

Consequences of not providing all or part of the information requested

Queensland Injectors Health Network Ltd.

**CLINIC INFORMATION
AND COLLECTION STATEMENT**

There may be serious complications to your health if we do not know who you are, how to contact you, or be able to contact you in a timely manner. Withholding personal health information from your GP or others involved in your health care may put your life or health at risk.

The organisations/persons to whom information is usually disclosed

Health providers involved in your treatment and care may receive selected information from your personal health record. These include pathology, hospital, radiology, medical defence organisations, insurers and specialist services.

The Better Access Medical Clinic will treat your personal and sensitive information with the utmost respect for privacy requirements and will not release this information to any other parties without your express written approval or where required by law to do so. In some circumstances, the Better Access Medical Clinic is legally obliged to disclose information about you in the following circumstances:

- where the Police/Court orders to make records or information available (e.g. subpoenas and search warrants);
- where you pose a danger to yourself or others; or
- where a child or young person is suspected of being harmed or is at risk of harm as defined by the Child Protection Act.

Direct marketing materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with all applicable marketing laws, such as the Spam Act 2003 (Cth). If, in your dealings with us, you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

Overseas disclosures

The Better Access Medical Clinic does not generally transmit information overseas, however, in such an unlikely event, the clinic will only transfer personal information to a recipient in a foreign country, in circumstances where the information will have appropriate protection and will not release this information to any other parties without your express written approval.

Access to your information

The Better Access Medical Clinic supports your right to see what personal information, including health information, is held about you. Requests to access information can be made in writing. If you feel information contained in records are incorrect, you can request for them to be amended. The outcome of such requests will be provided to you.

Anti-discrimination

Our practice does not discriminate against or disadvantage patients in any aspect of access, examination or treatment.

Feedback process

The Better Access Medical Clinic welcomes patient feedback and where appropriate and practical provides information to patients about practice improvements which have been made, as a result of their input.

Complaints process

All patients, external agencies and other stakeholders have a right to register a complaint regarding the service they receive from the Better Access Medical Clinic. We welcome compliments, feedback and complaints, please speak with one of our staff to provide, or access a feedback or complaints form from our staff or reception areas. Concerns can be discussed with your Doctor, the Practice Manager or other staff. We encourage you to speak with us regarding your concerns as it is the quickest and easiest way to address concerns or fix a problem. Further information can be found below.

Contact details of the local state or territory health complaints conciliation body

The Office of the Health Ombudsman reviews and investigates health complaints. If you have a complaint regarding the Better Access Medical Clinic and it was not resolved to your satisfaction, you may wish to contact the Office of the Health Ombudsman. This independent organisation reviews and investigates health complaints.

Office of the Health Ombudsman

Telephone: 133 646
Email: complaints@oho.qld.gov.au
Mail: PO BOX 13281, GEORGE STREET
BRISBANE, QLD, 4003

If you feel that your complaint remains unresolved, you can contact the Privacy Ombudsman on (07) 3005 7000; ombudsman@ombudsman.qld.gov.au or write to the Privacy Ombudsman GPO Box 3314, Brisbane QLD 4001.

A **Privacy Policy** is available free of charge, please refer to www.betteraccessmedical.org or www.quihn.org or request a copy of the QuIHN Privacy Policy from a staff member.