

Clinic Information and Collection Statement

1 Hamilton Place, Bowen Hills, Qld 4006
Ph: 07 3620 8111 Fax: 07 3252 4626
Free call: 1800 172 076
PO Box 2470 Fortitude Valley BC, Qld 4006
Email: medical@quihn.org
www.betteraccessmedical.org

12 / 89-99 West Burleigh Road, Burleigh Heads, Qld 4220
Ph: 07 5520 7900 Fax: 07 5520 7344
Free call: 1800 172 076
PO Box 3499 Burleigh Town, Qld 4220
Email: medical@quihn.org
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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. Any pathology and other tests for non-Medicare eligible patients may be a separate fee payable to the pathology or radiology provider and you should discuss these with them.

Afterhours Medical Assistance

For afterhours medical assistance, please contact Australian After Hours Doctors on 1300 466 337. This is a bulk billing service available on weeknights, weekends and public holidays. For emergencies, please dial 000 or go to your nearest hospital emergency department.

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 Health Engine www.healthengine.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.

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

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.

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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; and
- where a child or young person is suspected of being harmed or is at risk of harm as defined by the Child Protection Act.

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. For further information please refer to the Better Access Medical Clinic website www.betteraccessmedical.org or QuiHN website, www.quihn.org, or request a copy of our Complaints Policy from reception.

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

Address: PO BOX 132811, 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.