



NARROMINE SHIRE FAMILY HEALTH CENTRE

127 Dandaloo Street Narromine NSW 2821

Ph: 02 6889 1622

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New Patient Information Form

Title: _____ Surname: _____ Given Name: _____

Middle name/s: _____ Preferred Name/Know as: _____

D.O.B.: ____/____/____ Gender: _____

Pronouns: Him/He/His She/Her/Hers They/Them/Theirs

Address:

Street/Property Number & Name:

City: _____ State: _____ Post Code: _____

Home Phone: _____ Mobile: _____ Work: _____

Cultural Background

Knowing your cultural background can help us provide healthcare that meets your individual needs.

Are you (please tick):

- Australian
- Aboriginal
- Aboriginal & Torres Strait Islander
- Other – Please Specify: _____

Medicare No: _____ INR (number next to your name): _____ Exp Date: _____

Health Care Card/ Pension No: _____ Type: _____ Exp Date: _____

DVA Number (Army, Navy, Air Force): _____ Colour: _____

Private Health Fund: _____ Number: _____

Religion: _____

I give my consent to receive SMS reminders for:

Appointment reminders: Yes No Initial: _____

Clinical reminders: Yes No Initial: _____

Allergies

Do you have any allergies? Yes No (If yes please list below)

What is your Occupation: _____

Next of Kin (Full name): _____ Contact number: _____

Relationship to you: _____

Additional Emergency Contact: _____ Contact Number: _____

Relationship to you: _____

Patient Privacy Act and Collection Statement

We take confidentiality and the privacy of your personal health information seriously at the Narromine Shire Family Health Centre and we abide by all Patient Health Information, Safety and Privacy Principals.

Please be aware that as a patient of this practice it may be necessary to obtain or pass on specific information regarding your health from and to other health care professionals, including other GP's, Specialists, Hospitals, Dentists, Pathology, Radiology, Pharmacists, Allied Health Professionals and Medicare.

In the event of any research conducted in this practice you will be notified and asked to consent separately to your health information being releases and you will have the option to not participate if that is your preference.

Under certain legislation, however we must disclose patient information e.g., Infectious Diseases Act-Health (Infectious Diseases) Regulations, Adoption Act and records must be disclosed under court orders, subpoenas, search warrants and coroner's Court cases.

However, prior to the Health Professionals who work at this practice collecting o sharing your personal health information it is the law to obtains written consent from you.

All patients have the right to access their own personal health information under the privacy legislation, if at any time, wish to access a copy of your records you must do so as long as the access is in line with the National Privacy Ac. Please speak with the Practice Manager if you have any questions about this.

Therefore, by signing this document you agree to allow Narromine Shire Family Health Centre and its staff to obtain and pass on your personal health information on your behalf.

I acknowledge a copy of my proof of ID and Medicare card will be taken and stored securely in my file for identification purposes.

I acknowledge I have been given a copy of keeping your personal information private in our practice pamphlet and confirm I have read and understood its content.

I give permission for the Narromine Shire Family Health Centre to collect or release personal health information as may be deemed necessary in the course of my/my child's medical treatment.

By consenting to email correspondence patients are consenting to the practice corresponding with other service providers involved with their care e.g., specialists and allied health professionals via email where appropriate outside this practice.

All emails that are sent to external organizations / providers (i.e., Specialists, patients) carry the risk of being intercepted, as they are not able to be sent via secure email.

Email correspondence documents will be sent via a password protected Zip file and emails will only be sent to verified email addresses.

We will preserve the contents of any email or secure message that we believe that we have a legal requirement to do so.

Patient/Parent/Carer/Guardian Name _____ D.O.B. _____

Signature: _____ Date: _____

Important: For all patients aged over 16

Do you have an appointed Enduring Guardian? Yes No

Name: _____

(Please provide a copy to reception for your file)

Purpose

We take confidentiality and the privacy of your personal information seriously at the Narramine Shire Family Health Centre, we abide by all Safety and Privacy Principles.

This pamphlet explains how personal information about you and your health is recorded and managed in our practice. We also have a written privacy policy describing how we manage personal information.

Personal information

The 'personal information' we collect includes your name, date of birth, address/es, contact details, Medicare number, healthcare identifiers and health fund details. Medical information may include medical history and any care you may need. GPs need information about your past and present health in order to provide you with high-quality care.

Our practice follows the guidelines of the RACGP's Handbook for the management of health information in general practice, 5th edition (the Handbook). The Handbook incorporates federal and state privacy legislation, and the Australian Privacy Principles, which requires that your personal information is kept private and secure.

Please be aware that you are not obliged to provide any information requested, but failure to do so may compromise the quality of the health care and treatment given to you.

Your medical records

This practice takes steps to ensure that your medical records:

- are accurate, complete, well-organised and legible
- are up-to-date
- contain enough information to allow another GP to care for you
- contain a summary of your care
- can be used to remind you, with your permission, to return for follow up, check-ups and reviews.

If you are uncertain why information is being requested, please ask your GP or the practice staff.

If you wish to remain anonymous while accessing healthcare services, please talk to the practice staff.

Providing your information to other GPs

In this practice, it is normal for all GPs to have access to your medical records. If you have any concerns about this please discuss them with your GP or practice staff.

It is important that other people involved in your care, such as medical specialists and other healthcare professionals, are informed of the relevant parts of your medical history, so they can provide the best care for you. Your GP will let you know when this is necessary.

Providing your information to others

GPs respect your right to decide how your personal information is used or shared. For example, this may be sharing your health information with specialist doctors. Personal information that identifies you will only be sent to other people with your consent, unless there are exceptional circumstances. Gaining your consent is the guiding principle used by this practice in using and sharing your information.

Our practice will not share your personal health information with anyone else or another organisation unless:

- you have consented to this sharing, or
- they are legally obliged to disclose the information, in which case your GP will first discuss with you the information that she or he is legally obliged to disclose, or
- the information is necessary for you to obtain Medicare payments or other health insurance rebates, or
- there is an overriding public health and safety interest in the release of the information.

In the above cases, only information necessary to meet the requirements will be provided. Your health information will not ordinarily be sent overseas unless:

- you are informed and provide consent for this to occur, and
- the overseas country receiving the information has privacy laws that are very similar to the Australian Privacy Principles.

Using health information for quality improvement and research

This practice may use patient health information to assist in improving the quality of care we give to all our patients, by reviewing the treatments used in the practice.

Your information held by the practice may be used in research projects to improve healthcare in the community; however, this information will not include data that can identify you.

The information used for research, including the publication of research results, will not be in a form that would allow you to be identified, unless the research serves an important public interest. In such cases, identifiable medical records can be used for medical research without your consent under guidelines issued by the Australian Government. Before providing such identified information, your GP will discuss with you the information that she or he is obliged to disclose.

Security of information in the practice

Australian privacy legislation applies to all personal health information recorded in electronic and paper records. All records must be kept secure to protect against unauthorised access. This practice complies with these requirements to protect your information.

It is not a practice policy to use private emails, as it is not a secure type of communication. Emails will only be used where no other means of communication is available and patients have consented and provided us with their contact email address prior.

Access to your health information

All patients have the right to access their own personal health information in line with the APP. Please be aware that if you request access the practice is entitled to charge a fee to cover admin costs which are not covered under Medicare.

Sharing information is important for good communication between you and practice staff. Your GP is able to provide a full explanation of the health summary or medical record you are provided access to.

Direct marketing

This practice does not engage in direct marketing.

Resolving concerns regarding the privacy of your health information

If you have any concerns regarding the privacy of your personal health information or the accuracy of the information held by the practice, you should discuss these with practice staff. Inaccurate information can be corrected or your concerns noted in your record. For legal reasons, the original notes will be retained.

Relevant requirements of following the legislation

My Health Record Act 2012 (Cth).
Healthcare Identifiers Act 2010 (Cth)
Privacy Act 1988 (Cth).

Contacts

If you have questions or a complaint about the privacy of your personal information, please ask to speak to the privacy contact officer at the practice. (Wendy Harding)

Further information on privacy legislation is available from:

Office of the Australian Information Commissioner
1300 363 992
www.oaic.gov.au

ACT Health Services Commissioner
02 6205 2222
www.hrc.act.gov.au/health

Health and Disability Services Complaints Office
Western Australia – 1800 813 583
www.hadscowestern.wa.gov.au/home/index.cfm

Information and Privacy Commission
New South Wales – 1800 472 679
www.ipc.nsw.gov.au/privacy/ipc_index.html

Office of the Health Services Commissioner
Victoria – 1300 582 113
www.health.vic.gov.au/hsc/index.htm

Office of the Information Commissioner
Northern Territory – 1800 005 610
<https://infocomm.nt.gov.au>

Office of the Information Commissioner
Queensland – 07 3234 7373
www.oic.qld.gov.au

Ombudsman Tasmania
1800 001 170
www.ombudsman.tas.gov.au

Health and Community Services Complaints Commissioner (HCSCC)
South Australia – 08 8226 8666
www.hcsc.sa.gov.au

Practice contact details –
Narromine Shire Family Health Centre
127 Dandaloo St
Narromine NSW 2821
Ph: 02 68891622 fax: 02 68894185



*Keeping your
personal
information
private in our
practice*