

Access to your health information

You have the right to have access to the health information that we hold in your health record. You can also request an amendment to your health record should you believe that it contains inaccurate information.

Should you wish to obtain access to your health record you can ask for our Centre Manager who can give you more information about how to obtain access to your health record.

If you have a complaint about our information handling practices or feel that the privacy of your health information has been interfered with, you can lodge a complaint with our Centre Manager or directly with the Commonwealth Privacy Commissioner.



Pindara Day Procedure Centre

Privacy Policy



This pamphlet is provided to assist you in understanding our information handling practices, including the way we collect your information and how you access your information.

Pindara Day Procedure Centre

Pindara Day Procedure Centre is committed to conducting its health care services in compliance with all applicable laws and regulations and in accordance with the highest ethical standards.

Pindara Day Procedure Centre complies with the Commonwealth Privacy Act and all other state/territory legislative requirements in relation to the management of personal information. We believe our patients can feel safe in the knowledge that we safeguard their personal health information ensuring that confidentiality is respected and information is stored securely.

In order to provide you with the health care services that you have requested, we need to collect and use your personal health information. If you provide incomplete or inaccurate information to us or withhold personal information from us we may not be able to provide you with the services you are seeking.

What information do we collect?

We collect information that is necessary for the provision of your health care. Often this may include collecting information about your health history, family history, your ethnic background or current lifestyle to assist the health care team in diagnosing and treating your condition.

Our staff will always endeavour to be sensitive to your needs when obtaining personal health information, however they are also committed to acting in your best interest by making a thorough assessment of your condition and medical history before recommending treatment.

How do we use your information?

Modern health care practices mean that your treatment will be provided by a team of health professionals working together. You may be referred for diagnostic tests such as pathology or radiology and our staff may consult with senior medical experts when determining your diagnosis or treatment. These health professionals will share your health information as part of the process of providing treatment. Of course, we will only do this while maintaining confidentiality of all this information. Information will only be disclosed to those health care workers involved in your treatment.

The only time we may need to provide information about your health records to another medical practitioner without your consent is in the event of an emergency where your life is at risk and you are not able to provide consent.

In order to provide the best possible environment in which to treat you, we shall also use your information where necessary for the management of our day surgery, to liaise with your health fund and Medicare as necessary and for activities such as quality assurance processes, accreditation, audits, risk and claims management and education of health care workers.

Where we outsource any of our services or hire contractors to perform services within our hospital or health service we require them to also comply with the Commonwealth Privacy Act and our Privacy Policy.