

Privacy Policy Agreement

Standard appointments are 10 minutes and generally cover one health concern. If you have more than one health concern, a complex health issue or require a longer appointment for any other reason please notify reception at the time of booking. A separate appointment must be made for each person/family member.

- An appointment must be made with a doctor to obtain results, repeat prescriptions or referrals. Results will not be given over the phone.
- Patients who are late to their appointment may have to wait until other patients who arrived on time are seen or in some cases reschedule the appointment altogether; this is at the discretion of the doctor.
- This practice has a zero-tolerance policy to aggressive and abusive behaviour. Patients who are physically or verbally aggressive to staff will be banned from the practice at the discretion of the doctor or practice manager.
- It is at the discretion of the doctor and practice nurse or advice of the doctor to provide personal health information to parents/guardians of patients under the age of 16. All patients 16 and over are considered adults and information will not be disclosed to parents/guardians/friends/spouse without permission from the patient. If you would like to nominate a person to have access to your health information and communicate with us on your behalf, please ask reception for a Third-Party Access Consent form.
- The practice has a Privacy Policy in place which is available on request. This policy will state how we will deal with all personal and sensitive information which includes Health information in a confidential and professional manner.
- Our Practice uses reminder systems to help you maintain your health. The practice may send reminders by post, email and/or telephone for procedures such as Vaccinations, Pap Smears and other Health services. Our practice also sends information to the Australian Childhood Immunisation Register, Pap Smear Register and Primary Health Network (deidentified information).
- I understand by indicating by signing below that the practice is authorised on my behalf to use my relevant personal health information and I am free to withdraw my consent at any one time by verbal or written notification.
- **Patients that fail to attend an appointment without notice may incur a \$85.00 fee.**
- **Doctors at this practice do not prescribe schedule 8 drugs** and have a zero-tolerance policy to doctor shoppers and drug seekers. Doctors have the right to refuse the request of prescription drugs.