

Information Security and Privacy

We take the security of your health information seriously.

How we protect your information

Your medical records and personal information are stored securely using:

- Encrypted computer systems with password protection
- Regular secure backups of all data
- Physical security measures to prevent unauthorized access
- Up-to-date antivirus and security software

Only authorized staff members can access patient information, and access is monitored.

Staff training and responsibilities

All staff members sign confidentiality agreements when they join our organisation.

Every team member receives regular training on privacy laws and information security.

We have clear policies about who can access patient information and under what circumstances.

My Health Record

Our practice participates in the My Health Record system.

We have specific security policies in place for accessing and using My Health Record, including:

- Controlled access for authorized staff only
- Regular security reviews and updates
- Clear procedures for identifying patients before accessing their records
- Immediate action if any security concerns arise

Your role in protecting your information

If you use our online patient portal or booking system, choose a strong password and keep it private.

Let us know immediately if you suspect someone has accessed your information without authorisation.

Report any concerns about privacy or security to our Practice Manager.

Questions or concerns

If you have questions about how we protect your information or concerns about privacy, speak with our Practice Manager.

You can also contact the Office of the Australian Information Commissioner if you have concerns about how your information has been handled.