

Third Party Consent

Both Collins Street and Grosvenor Street are training practices and signs in the reception area and treatment room areas advise patients of this fact. As part of their training and experience, students 'sit in' on consultations of consenting patients. Prior to the consultation, the receptionist will obtain consent from the patient for a third person to be present during their consultation. We respect the right of all patients to refuse third party involvement in their consultation, and they should not feel guilty or embarrassed about saying no.

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Telephone and Email Access

Calls to the practice can be made during office hours however, it may not be possible to speak with your doctor at the time. Reception or nursing staff will advise if an appointment is required.

Both Collins and Grosvenor Street General Practice do not correspond via email as it is not encrypted and not secure for private information.

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Your Rights

Any concerns, suggestions or complaints are taken seriously. Please discuss this with your doctor, the practice manager or receptionist. If you feel you cannot do this, you can contact the Health Complaints Commission on 1800 001 170.

Access & Correction of your Information

Information in your record can be provided to you by way of an accurate and up to date summary of your care. A release of information form must be signed by the patient or guardian before anything is exchanged with a third party.

If you request a summary or direct access to your full medical record, your doctor will need to take out any information provided by others on a confidential basis. Your doctor will also need to consider the risk of any physical or mental health to you or other person which may result from disclosure of your health information.

You are able to have incomplete or inaccurate information amended. There are some circumstances, such as for legal reasons, where access to your information will be denied, but if this is the case, you will be advised of the reason.

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Collins Street General Practice and Grosvenor Street General Practice have developed a policy to protect patient privacy in compliance with Australia's privacy legislation.

Revised Date 1st July 2018 Review Date 1st January 2019

Collins Street General Practice

Policy & Information

Lvl 3, 117 Collins Street
Hobart TAS 7000
Ph: 6223 3355
Fax: 6223 2217



Confidentiality

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff and third parties including E-health with your consent. Your information will be kept for at least as long after your last attendance as is legally necessary or required for administrative purposes. If your information is no longer needed after this time, it will be destroyed in a secure manner in accordance with the RACGP standards.

Anti Discrimination

No patient new or existing will be refused access to medical care from a doctor on the basis of their sex, age, religion, ethnicity, sexual preference or medical condition. All doctors and staff expect to treat patients with respect, courtesy, politeness and understanding at all times.

Patients with Disabilities

Facilities for patients with a disability are provided, including a toilet with handrails and extra space. There are elevators from the ground floor providing easy wheelchair access. If disabled patients appear to have any difficulties with the practice facilities, staff will provide immediate assistance and report the matter to the practice manager for immediate attention.

Billing Policy

Please understand we are a private billing practice as of the 1st of July, 2016. You are required to pay on the day of your consultation. Failure to do so will incur an extra fee. If you fail to pay the allocated fees you will be unable to rebook to see any of our doctors.

The fees below are standardised only. Fees may vary between each individual doctor.

Standard Consultation—\$78 (\$37.60 rebate)

Long Consultation—\$140 (72.80 rebate)

Extended Consultation—\$200 (\$107.15 rebate)

Hold a current concession or Full Time University student card?

Standard Consultation—\$55 (\$37.60 rebate)

Long Consultation—\$95 (\$72.80 rebate)

Extended Consultation—\$135 (\$107.15 rebate)

If you hold a current Medicare card you will receive an immediate rebate.

If you require further information or clarification regarding our fees policy, please contact reception at either practice.

Booking & Cancellation Policy

We understand unplanned circumstances may prevent you from attending your appointment. In order to care for all our patients, we require 2 hours minimum notice if you are unable to, or no longer need your scheduled appointment. This ensures other patients have the opportunity to be seen. Failure to notify reception within a timely manner will incur a cancellation fee of \$35 with payment required before future appointments can be offered.

Quality Assurance & Continuing Education

All staff members are required to undertake regular professional development. Both Collins and Grosvenor Street General Practice strive to maintain a high level of clinical expertise and are committed to ongoing education.

Data Quality & Security of your Information

It is our policy to maintain accurate, up-to-date and complete records. You can help by informing us of any changes to names and contact details. Your information may be stored on paper and/or in electronic. It is the policy of this practice to protect your information from loss and unauthorised access, modification or disclosure.