

HOW YOUR INFORMATION IS MANAGED

Gunnedah Dental Centre is committed to providing quality dental care for its patients. As a fundamental part of this commitment, the dentists and staff of the practice, recognise the importance of ensuring that our patients are fully informed and involved in their dental care.

The Gunnedah Dental Centre is, as a dental provider in the private sector, bound by the National Privacy Principles. These principles set the standards by which we handle personal information collected from our patients. A copy of these Principles is available for inspection at the reception desk.

As a part of our commitment to providing quality dental care it is necessary for us to maintain files pertaining to your dental health. The files contain the following types of information:

- Personal details (your name, address, date of birth);
- Your dental history;
- Notes made during the course of dental consultations;
- Referrals to other dental service providers;
- Results and reports received from other dental service providers.

The information held about you is provided by you or arises as a consequence of information provided by you.

Your dental file is handled with the utmost respect for your privacy. The file will be accessed by your dentist, and when necessary, for example in the absence of your usual dentist, by other dentists in the practice. It may also be necessary for our staff to handle your file from time to time to address the administrative requirements of running a dental practice. Our staff is bound by strict requirements as a condition of employment regarding your dental records.

Ordinarily we will not release the contents of your dental file without your consent. However, there may be occasions where we will be required to release the details of your file irrespective of whether your consent to the disclosure of the information is given, such as by police subpoena. We advise that as a patient of this practice you have the rights of access to any information we hold concerning you. Should you wish to access this information we refer you to "ACCESSING YOUR DENTAL RECORD", also on this web site.

As part of our commitment to preserving the confidentiality of the information contained in your dental record we advise that strict secure storage policies are observed in this practice. Your electronic records are accessible only by staff of this practice and are protected by a security password. Your paper records are kept in secure filing cabinets and accessible only by practice staff. Each member of staff is well versed in the principles and importance of dentist - patient confidentiality.

Should you, at any time, have a query or complaint in relation to the privacy policies in place at this practice please contact Dr Michael Jonas who will be happy to address any concerns you may have. We advise that we will make our best endeavor to address complaints within 60 days of receipt of your complaint.