

Feedback:

Feedback from patients is actively encouraged. Please feel free to convey your thoughts directly to your doctor or alternatively place your comments in the suggestion box located at reception.

Complaints:

If you encounter an issue, please discuss this with your doctor or contact:

Executive Officer Mary-Anne Perry
PO Box 11
Altona North 3025

9391 6777

Health Services Commissioner

All patients are entitled to contact the Health Services Commissioner on:
03 8601 5200.

Clinics

2 Home Road
Newport Victoria 3015
P: 9391 2222 F: 9399 1540

19 Vernon Street
South Kingsville Victoria 3015
P: 9391 6777 F: 9391 6680

Postal Address:
PO Box 11
Altona North Victoria 3025

www.westgatehealth.coop

WESTGATE HEALTH
co-op ltd

Privacy Act

Patient Information

WESTGATE HEALTH
co-op ltd

empowered people, co-operative effort, healthy communities



Patient Health Information:

Your medical record is a confidential document. It is our policy to keep personal information secure at all times.

Who has access to my medical record?

All Medical Centre staff members are required to maintain patient confidentiality when handling and disclosing patient information.

The medical records of patients attending the Westgate Health Co-op's either at Vernon Street, South Kingsville or Home Road, Newport are securely transferred and stored at these sites.

Your treating doctor and other current health service providers may be provided with information if it is required for your ongoing care.

If you do not want this information given to other healthcare providers please notify us by writing to:

Executive Officer
Westgate Health Co-op Ltd
PO Box 11 Altona North
3025.

Protect Patient Information



What Happens to the information collected about me at Westgate Health Co-op?

When you become a patient at Westgate Health Co-op a medical record is made containing your personal and health information.

It is important that the details in your medical record are accurate. Please advise us of any need to update your information.

The clinic will sometimes handout update sheets upon your arrival. This will also ensure that we keep up to date records.

This information is collected and documented so that each healthcare professional who is involved in your care can provide you with appropriate and safe treatment.

Information may also be used by the clinic for research, planning, teaching and evaluating the healthcare services we provide to our patients as well as our compliance with the National Co-Operative's Law (2013)

How do I access my medical information?

Any questions you have in relation to your medical record can be discussed with your doctor at the time of your consultation.

If the issue is complicated, or if you require a report, or access to your medical history through Freedom of Information, you should write, stating your requirements.

Will I be contacted after I leave Westgate Health Co-op Ltd?

A staff member may contact you following a visit to the surgery regarding results or recalls. The doctor may initiate the phone call themselves or refer to a nurse or receptionist to follow up.

You may also be contacted each year to remind you of your membership renewal.

At times we may seek your opinion on our services. Mostly, these surveys, which are voluntary and confidential, are conducted while you are in the surgery, however you may be contacted at home.