



Medika Health Clinic

Modern, GP-led healthcare

Comprehensive.

Considered.

Care.

Contact

4/476 Wanneroo Road
Westminster WA 6061
08 6186 0283
info@medikahealth.com.au
medikahealth.com.au

Patient Information & Access to Medical Records

A simple guide to your privacy rights and medical records

YOUR PRIVACY

Medika Health Clinic protects the privacy, confidentiality and security of your personal health information.

How we use and protect your information

Authorised team members only access information needed to provide healthcare or complete legitimate practice administration. We use secure systems, individual logins, protected storage, staff training and approved transfer methods.

Your information may be used to:

- Provide medical care and coordinate treatment
- Manage appointments, reminders and recalls
- Process Medicare, billing and practice administration
- Communicate important healthcare information
- Meet legal, professional and regulatory obligations

When information may be shared

Relevant information may be shared with healthcare providers and services involved in your care, such as specialists, hospitals, pathology providers and diagnostic imaging providers.

We seek your consent where required. Information may also be disclosed where the law permits or requires it, including in response to a court order, subpoena, mandatory reporting obligation, regulatory requirement, or serious threat to health or safety.

Your rights

- Access your personal health information
- Request a copy or summary of your medical record
- Ask for inaccurate, incomplete, outdated or misleading information to be reviewed
- Ask how your information is collected, used or disclosed
- Raise a privacy or confidentiality concern

Requesting access to your medical records

- Complete the Patient Information Access Form
- Provide at least one form of photographic identification.
- Submit the form and identification to the Practice Manager.
- Tell us whether you would like a copy, a health summary, to view the record, or a secure transfer to another healthcare provider.

If another person is acting for you, we will also require evidence of their authority, such as written consent, guardianship documentation or a power of attorney, where applicable.



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PROCESSING

We will process your request as soon as practicable and in accordance with applicable privacy requirements.

Fees

A reasonable administration fee may apply for preparing, copying, printing or securely transferring records. Where appropriate, we will advise you of the fee before proceeding.

Transferring records to another provider

Complete the required transfer request and consent form from your new healthcare provider. After verifying your identity, we will send the approved information using a secure method. The original medical record is retained by Medika Health Clinic in accordance with applicable legal and professional requirements.

Requesting a correction

If you believe information is incorrect, incomplete, outdated or misleading, you may ask us to review it. Your treating clinician will assess the request. Where appropriate, information may be corrected, an additional note may be added, or your statement may be attached to the record.

Original clinical entries are not deleted or altered in a way that compromises the integrity of the medical record.

When access may be limited

Access may be restricted or refused where permitted by law, including where release could:

- Pose a serious threat to life, health or safety
- Unreasonably affect another person's privacy
- Involve information protected by legal privilege
- Be prohibited by law

If access is restricted or refused, we will explain the reason and provide information about available complaint or review options, where applicable.

Privacy concerns or complaints

Please contact the Practice Manager if you have concerns about how your information has been handled. We will review your concern fairly and promptly. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

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