



BLACKBUTT

CLINICAL CENTRE

PRACTICE INFORMATION SHEET

Contact Us:

1st Floor, 58 Orchardtown
Road New Lambton NSW
2305 Telephone: 4950 9733
Facsimile: 4952 9708
Email info@blackbuttcentre.com.au
Website www.blackbuttcentre.com.au

Our Practice Team:

Our surgery currently offers seventeen highly skilled GP's so you can have the doctor of your choice.

Dr Wendy Bridges	Dr Helena Hooi
Dr James Sagi	Dr Belinda Guest
Dr Susie Long	Dr Rochelle Grainger
Dr Amir Taghaddos	Dr James Sagi
Dr Ruth Larkin	Dr Adam Wisely
Dr Andrew French	Dr Jo Noble
Dr Sarah McLain	
Dr Bianca Parsons	
Dr Sumana Chadalavada	
Dr Christopher Brokenshire	

Specialists

Dr Seshu Mandapati is an Obstetrician/Gynaecologist who works in our surgery on Thursday and Fridays.

To see Dr Seshu Mandapati you will need a referral from your GP to be able to claim your rebate from Medicare.

Nurses

We have 4 nurses who are available for immunisation, vaccinations, weighing babies, 4 year-old health assessments, BP monitoring, health assessments, ECGs and many other health concerns.

Deborah, Carly, Shermaine and Carolyn.

Management

Michal Kulczynski	Practice Manager
Melissa Bell-Hastings	Office Manager

Our Doctors Personal Secretaries

Lisa, Evette, Sharyn and Lou

OPENING HOURS

Monday to Friday 8.30 to 5.30pm
Saturday: 8.30am to 12.30pm
Sunday: Closed

AFTER-HOURS

If you have an emergency and you need medical care you should always call **000** or visit your nearest emergency department.

For less urgent after-hours service call:

Newcastle After Hours Medical Centre **4957 7778**
154 Lambton Road Broadmeadow. Surgery drop in between 5.30pm and 9pm with home visits after 9pm or Health Direct on **1800 022 222** (a 24-hour Health help line)

FEES and PAYMENT

We are a private billing practice; payment is required in full at the conclusion of the appointment. However, most face-to-face consultations are subject to a Medicare rebate, meaning that you will receive a refund for some of your payment. Pensioners and Healthcare Card Holders are eligible for a discounted fee. Some services we provide do not attract a Medicare rebate and these are included on our fees list which is available at reception. It shows the fee, the Medicare rebate and out of pocket expenses. Fees are payable at the time of consultation and can be made by cash, EFTPOS or credit card (VISA or Mastercard).

APPOINTMENTS

For appointments please call between 7.30am and 6pm weekdays and before 12.30pm on Saturday.

You may also book on-line via our website or by downloading the **"AMS Connect"** app for smart phones.

If you think you will need more time please let us know at the time of making your appointment. You will need more time with the doctor if it is the first visit, to discuss multiple problems, for a complex health issue, for mental health assessments or for procedures and pap smears.

Making the right appointment for your needs will help your GP run on time. While we endeavour to run on time, it is not always possible. In the interests of good patient care we

sometimes have to extend consulting times. Our practice is proud of the services we are able to provide to you. We respect our patients' needs and hence try to accommodate as much as possible to your individual needs. In return, we would like you to respect our clinical and reception staff by being considerate and understanding when acutely sick patients or genuine emergencies are fitted in and unavoidable delays occur. Please remember that if your doctor is running late it is always because someone needed his or her extended care and attention. Please do not get upset with our reception staff or your clinician. If our doctors are running late we will let you know and give you the option of rescheduling your appointment time if you are unable to wait.

If you arrive for your appointment and you think you require urgent assistance (due to chest pain, difficulty breathing, dizziness or severe pain) or you believe you may be contagious (eg flu symptoms, gastro, child with a rash), please advise our reception staff immediately so we can assist you.

Please be aware that if you come late to your appointment, you will be seen for what remains of your appointment time. If you come after your appointment time has finished, you may not be seen and your appointment will need to be rescheduled.

HOME VISITS

Home visits can be arranged for eligible existing patients. Please contact reception to discuss further.

UNABLE TO ATTEND YOUR APPOINTMENT?

If you will not be able to make it to your booked appointment, please let us know as soon as possible by calling the practice. This allows us to offer your appointment to another patient. Failure to cancel your appointment with your GP within 1 hour of the booked time may result in a \$55 non-cancellation fee for a short appointment or \$101 for a long-consultation.

WHY ACCREDITATION?

We are an accredited practice. This means we are committed to continual quality improvement of our practice and our care to our patients. There will be times you may wonder why we do things certain ways. There are some strict guidelines we have to follow which are set by the Royal College of GPs. We are tested on every 3 years. We are continually updating the way we operate following these guidelines. We are proud to be accredited and are committed to continual improvement of our practice and our endeavour to a high quality of patient care.

WHY DO WE IDENTIFY YOU?

Did you know that we now have to identify you 3 ways every time you make an appointment and come into the practice? Even if we know you well. We will ask you your name, your date of birth and your address.

Why? Because we want to ensure we are providing the best possible care to the right patient. We are bound by privacy laws that require us to identify all patients with a 3 point identifier every time we speak to a patient or a third party who has been given written consent.

SERVICES AVAILABLE

As well as routine consultations, the following services are available:

- Check-up
- Family planning
- Pap smears
- Pregnancy tests
- Ante-natal care, Obstetrics
- Counselling
- Immunisation: children, adults
- Excision clinic: stitching cuts, removing moles, skin cancers
- Liquid nitrogen 'freezing' therapy for sunspots and warts
- 75-year and older health checks
- Care Plans
- Weight control, Nutrition advice
- Stop smoking assistance
- Dermatoscopy: skin checks
- Implanon insertion
- Warfarin monitoring by finger prick test on-site
- On-site pathology
- Iron Infusions

YOUR HEALTH INFORMATION

The privacy of your health is important to us. All staff, including administration staff, respect your privacy and keep your health information confidential at all times. Your medical record is a confidential document and as such it is the policy of this practice to maintain the security of your personal health information at all times and to ensure that this information is only available to authorised members of staff. If you need to request a copy of your health information please see any of our staff and they will help you.

TELEPHONE CALLS and COMMUNICATION

Generally your GP will be unable to speak with you while consulting with other patients. Your phone query will be handled by our receptionists who will pass the message onto the Doctor or Nurse on duty. We aim to return phone calls before the end of business the same day.

Referrals and script requests can be organised through this service or download our app **AMS Connect**. See reception on how to register.

Please do not use standard email for medical complaints or requests.

TEST RESULTS

During your appointment your doctor will advise you to either make a follow-up appointment or ring the surgery for your results. You may also request a copy to be sent to you. Please see reception to register.

Normal Results

If your results are normal, and you have consented for SMS contact you will receive an SMS to let you know that your results have come back with "No Action" required. If you have not consented for the SMS notification you will not be contacted by us for "No Action" results.

Non-Urgent Results Appointments

If your Doctor would like to see you to discuss your results and you have consented to SMS notification you will receive an SMS with a link asking you to book a non-urgent appointment with your Doctor.

Nurse or Admin Calls regarding Results

You will receive a call from one of our Nurses or Admin staff if your Doctor has requested we speak to you in regards to your results.

Further Information

If you would like to speak to your Doctor regarding your results further you will need to book an appointment online or call the surgery make an appointment with your Doctor.

PATIENT'S RESPONSIBILITIES TO OUR PRACTICE

Attending this practice involves a relationship with all staff. In order to maintain a healthy relationship both parties must respect each other and have a mutual trust.

Our practice tries very hard to provide our patients with a high quality of care and we aim to continually improve our systems and services to help us do it better to care for you.

We will gladly listen to your suggestions and complaints and follow them up constructively, as this helps us improve.

However, we will not tolerate the following behaviours from our patients:

- violence or threatening behaviour towards any staff member
- yelling at our staff
- verbal abuse or aggressive behaviour to our staff on the telephone
- verbal or physical abuse towards our staff
- angry behaviour towards our staff
- continue to not follow Dr's treatment advice
- continue to fail to pay your bills

We are lucky at Blackbutt in that most of our patients do not behave like this and for that we thank you.

FEEDBACK

Although we try our best it is inevitable that from time to time a patient may have a complaint about our services. This feedback is very important to us as it alerts us to problems with the service we are providing and drives us to find a better way of doing things.

If you have any suggestions, ideas or would like to make a complaint you can either:

- Speak with your GP or nurse
- Let our reception staff know
- Speak with our Business Manager
- Write us a letter
- Place your suggestion into our suggestion box on the reception desk

However, if you would like to take your complaint further and wish to speak to an external body, you can contact:

NSW Health Care Complaints Commission
Locked Mail Bag 18
Strawberry Hills 2012
telephone 1800 043 159

WANT MORE INFORMATION

Please visit our website:

Website: www.blackbuttcare.com.au

You may also visit our Blackbutt Clinical Centre Facebook page. Alternatively, please feel free to speak with any one of our friendly staff.

NAME OF ITEM	F2F ITEM NUMBER	Phone	Telehealth	PRICE 2026	12% DISCOUNTED PRICE 2025	MEDICARE REBATE	OUT OF POCKET 2026	OUT OF POCKET DISCOUNTED 2026
Brief Consultation	3	91890	91790	\$53.00	\$47.00	\$20.05	\$32.95	\$26.95
Regular Consultation 6- <15 minutes	23	91891	91800	\$117.00	\$103.00	\$43.90	\$73.10	\$59.10
Regular Consultation 15-20 minutes	23	91891	91800	\$146.00	\$128.00	\$43.90	\$102.10	\$84.10
Long consultation up to 25 minutes	36	91891	91801	\$178.00	\$157.00	\$84.90	\$93.10	\$72.10
Long Consultation 26 to 35 minutes	36	91891	91801	\$209.00	\$184.00	\$84.90	\$124.10	\$99.10
Long Consultation 36 to 39 minutes	36	91891	91801	\$240.00	\$211.00	\$84.90	\$155.10	\$126.10
Prolonged Consultation	44		91802	\$285.00	\$251.00	\$125.10	\$159.90	\$125.90
Extended Consultation	123		91920	\$341.00	\$300.00	\$202.65	\$138.35	\$97.35
Home visit level B	24			\$177.00		\$95.95	\$81.05	
Home visit level C	37			\$263.00		\$115.60	\$147.40	
Home visit level D	47			\$367.00		\$155.80	\$211.20	
Preparation of a Mental Health Care Plan -< 20mins	2715		92116	\$178.00	\$157.00	\$106.20	\$71.80	\$50.80
Preparation of a Mental Health Care Plan < 30mins	2715		92116	\$209.00	\$184.00	\$106.20	\$102.80	\$77.80
Preparation of a Mental Health Care Plan < 40mins	2715		92116	\$231.00	\$203.00	\$106.20	\$124.80	\$96.80
Preparation of a Mental Health Care Plan > 40mins	2717		92117	\$255.00	\$224.00	\$156.45	\$98.55	\$67.55
Prepare Eating Disorder Plan 20 mins	90252		92148	\$171.00	\$150.00	\$106.20	\$64.80	\$43.80
Prepare Eating Disorder Plan 30 mins	90252		92148	\$209.00	\$184.00	\$106.20	\$102.80	\$77.00
Prepare Eating Disorder Plan > 40 mins	90253		92149	\$239.00	\$210.00	\$156.45	\$82.55	\$53.55
Review Eating Disorder Plan up to 25 minutes	90264	92176	92170	\$178.00	\$157.00	\$83.65	\$94.35	\$73.35
Review Eating Disorder Plan 26 to 35 minutes	90264	92176	92170	\$209.00	\$184.00	\$83.65	\$125.35	\$100.35
Insertion of an Implanon	14206			\$145.00	\$128.00	\$85.35	\$59.65	\$42.65
Removal of an Implanon	30062			\$160.00	\$141.00	\$89.40	\$70.60	\$51.60
Insertion of a Mirena	35503			\$320.00	\$282.00	\$183.60	\$136.40	\$98.40
Antenatal Care 6-<15 mins	16500	91858	91853	\$117.00	\$103.00	\$46.75	\$70.25	\$56.25
Antenatal Care 15-20 mins	16500	91858	91853	\$146.00	\$128.00	\$46.75	\$99.25	\$81.25
Antenatal Care up to 25 mins	16500	91858	91853	\$178.00	\$157.00	\$46.75	\$131.25	\$110.25
Antenatal Care 26-35 mins	16500	91858	91853	\$209.00	\$184.00	\$46.75	\$162.25	\$137.25
Pregnancy Test	73806			\$17.00		\$8.65	\$8.35	
Script/ Referral				\$33.00		\$0.00	\$33.00	
Non cancellation fee- standard appt				\$57.00		\$0.00	\$57.00	
Non cancellation fee- long appt				\$105.00			\$105.00	
Iron Infusion	23			\$224.00		\$43.90	\$180.10	
Private Level A- Careplan				\$32.00	\$28.00		\$32.00	\$28.00
Private Level B- Careplan				\$72.00	\$63.00		\$72.00	\$63.00
Private Level C Short- Careplan				\$92.00	\$81.00		\$92.00	\$81.00
Private Level C Long- Careplan				\$123.00	\$108.00		\$123.00	\$108.00
Immunotherapy	23			\$117.00	\$103.00	\$43.90	\$73.10	\$59.10
Childhood Immunisations Regular consultation	23A			\$117.00	\$103.00	\$43.90	\$73.10	\$59.10
Childhood Immunisations Regular consultation	23B			\$146.00	\$128.00	\$43.90	\$102.10	\$84.10
Childhood Immunisations up tp 25 minutes consultation	36A			\$178.00	\$157.00	\$84.90	\$93.10	\$72.10
Childhood Immunisations up tp 26-35 minutes consultation	36B			\$209.00	\$184.00	\$84.90	\$124.10	\$99.10
Childhood Immunisations prolonged	44			\$255.00	\$224.00	\$125.10	\$129.90	\$98.90
Childhood Immunisations Extended Consultation	123			\$341.00	\$300.00	\$202.65	\$138.35	\$97.35
Transfer of medical records PER PERSON (prep, postage & handling)				\$30.00			\$30.00	
Transfer of medical records FAMILY(pre, postage & handling)				\$50.00			\$50.00	
Saturday Surcharge added to each item number				\$21.00			\$21.00	



BLACKBUTT

CLINICAL CENTRE

Dear

We wish to advise the following patient/s is now attending Blackbutt Clinical Centre. Would you please forward any relevant medical information for future reference to Blackbutt Clinical Centre.

We would also appreciate if you could provide the dates of any assessments and reviews that you have completed whilst the patient/s were under your care.

• GPCCMP	965	Date
• Care Plan Review	967	Date
• >75 Health Assessment	703, 705, 707	Date
• Health Assessment	701, 703, 705, 707	Date
• GP Mental Health Plan	2700, 2701, 2712, 2715, 2717	Date
• Diabetes Annual Cycle of Care	2517, 2521, 2525, 2620	Date
• Asthma Incentive	2546, 2547, 2552, 2553, 2558	Date
• Domiciliary Medication Review	900, 903	Date
• 45/49 year Check	701, 703, 705, 707	Date

If the patient is a diabetic, could you also send a copy of the latest test results:

- HBA1c
- Lipids
- Diabetic foot check
- Diabetic eye check

Blackbutt Clinical Centre only uses electronic patient records and where possible records should be sent either on CD or USB in PDF format or for Medical director or Best Practice users .XML files.

Please do NOT send the full paper file as we only have electronic records and it will be destroyed or returned to you. Please find the signed patient authority attached to this letter.

Kind Regards

Blackbutt Clinical Centre



BLACKBUTT
CLINICAL CENTRE

Level 1, 58 Orchardtown Road
New Lambton NSW 2305
Phone: 02 4950 9733
Fax: 02 4952 9708
Email: info@blackbuttcentre.com.au

Date: _____

I, _____

Of _____

D.O.B _____

Hereby give permission for Dr _____

To release my medical history to Dr _____

Patients signature: _____

Doctor where records are being requested from:

Name: _____

Address: _____

Phone: _____

Fax: _____



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Third Party Consent for Patients of Blackbutt Clinical Centre

I (Name): _____ Date of Birth: _____

Of (Address): _____

Hereby give permission for (Name): _____

From (Address): _____

Phone: _____ Date of Birth: _____

To act on my behalf for the following (please tick or cross relevant boxes below):

- Take calls
- Receive results
- Confirm, change and cancel appointments
- Access and request copies of my file
- Collect and request letters, request for pathology and forms etc.
- Make or receive any other enquiries or correspondence from any Doctor, Nurse or Administrative staff member at Blackbutt Clinical Centre.

If I choose to change this I will notify the surgery in writing and I understand that until I receive written confirmation from the surgery that these changes to third party consent will not be in effect.

Third Party Representative Signature: _____

Patient Name: _____ Date: _____

Signed: _____

How to get your test results from Blackbutt Clinical Centre

Today your doctor has requested you to have some tests. It is very important that you do have these tests. Once they are complete, there are several ways that you can get your results.

If your results are normal, and you do not need to do anything, we will send you an SMS to let you know your Doctor has marked your results “No Action”.

If you have not consented to SMS reminder we will not contact you with your “No Action” results. If you are concerned and would like to know your results if you have not been contacted, you can ring the surgery on 4950 9733 and one of our reception staff will be able to assist you.

If your results are abnormal, you may:

1. Be contacted by our receptionist to make a follow up appointment by SMS to book a non-urgent appointment. You will need to follow the link and the prompts to log on and get your message and book an appointment.
2. You may be called by one of our nurses to make a follow up appointment or be given some instructions that have been given to the nurse by your doctor.
3. If you need an appointment please ensure you attend the appointment with your doctor to discuss your results.

Some tests are different, for example:

1. Tests for sexually transmitted diseases are handled in the following way. You may receive a message to see your Doctor, or your Doctor may tell you on the day that you will need to come back to see them. If your Doctor has not requested for you to return for an appointment and you don't receive a message to book in to see the Doctor, you must make an appointment to get the result with our nurses 2 weeks after you take the test.

Please make this appointment when you leave the surgery on the day the test is ordered, we can cancel the appointment if you book in to see the Doctor.

There is no fee to get STD test results with the nurse.

However, if you need to see the doctor regarding your test, this will incur a consultation fee.

We will only give results to the patient, not to others. This applies to all patients over 15 years of age. If you wish us to give your result to another person, you need to fill out a 3rd Party Consent form and return to us so we can note this in your file.

For more information see our privacy policy.



BLACKBUTT
CLINICAL CENTRE

OPENING HOURS

MONDAY 8.30am to 5.30pm

TUESDAY 8.30am to 5.30pm

WEDNESDAY 8.30am to 5.30pm

THURSDAY 8.30am to 5.30pm

FRIDAY 8.30am to 5.30pm

SATURDAY 8.30am to 12.30pm

Timetable

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dr Wendy Bridges	Books Closed	Add Day	Morning	Morning		All Day	Rotating
Dr Christopher Brokenshire	Books Closed	All Day	All Day	All Day	All Day		Rotating
Dr Susie Long	Books Open	All Day	All Day	All Day			Rotating
Dr Rochelle Grainger	Books Closed	All Day	All day		All Day	All day	Rotating
Dr Ruth Larkin	Books Closed	All Day	All Day	All Day	Morning		Rotating
Dr Sarah McLain	Books Closed			Morning			Rotating
Dr Helena Hooi	Books Closed	All Day		All Day			Rotating
Dr Belinda Guest	Books Closed		All Day		All Day	All Day	Rotating
Dr James Sagi	Books Closed		All Day		All Day	All Day	Rotating
Dr Amir Taghaddos	Books Closed	All day		All Day	All Day	All Day	Rotating
Dr Bianca Farrugia Parsons	Books Closed		All Day	All Day	All Day	Morning	Rotating
Dr Jo Noble	Books Closed	All Day	All Day		All Day	All Day	Rotating
Dr Sumana Chadalavada	Books Closed	All Day	All Day	All Day	All Day		Rotating
Dr Andrew French	Books Open		All Day	All Day	All Day	All Day	Rotating
Dr Adam Wisely	Books Open	All Day	All Day		All Day	All Day	Rotating
Dr Seshu Mandapati	Gynaecologist				All Day	All Day	

Level 1
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New Lambton NSW 2305
Phone: 02 4950 9733
Fax: 02 4952 9708
Email: info@blackbuttcentre.com.au

PRIVACY POLICY

Current as of : 25/2/26

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

What is a health record?

A health record is a collection of clinical information pertaining to a patient's physical and mental health, compiled from different sources. Health records contain demographic data, next of kin, GP details, and most of the following:

- medical history; examinations; diagnoses; treatment (including surgical procedures and drug therapy)
- results of investigations—labs (e.g. biochemistry, haematology, pathology), imaging (e.g., plain films, scans)
- alerts and warnings (e.g., allergies, blood group, obligatory drugs, etc.)
- record of preventative measures (immunisations, screenings—breast, cervical, faecal, occult blood)
- nursing records
- clinical correspondence and referrals for treatment
- consent forms for surgical procedures
- theatre reports, discharge letters

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will

have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

Use of Artificial Intelligence (AI)

Our practice may use approved Artificial Intelligence (AI) tools to support administrative and documentation processes, such as clinical transcription or drafting of practice communications. AI tools do not replace clinical judgement. Where AI tools are used during the provision of medical services, the treating practitioner remains responsible for the accuracy and content of the medical record. Identifiable patient information is not entered into publicly available AI systems. Any use of AI is conducted in accordance with the Privacy Act 1988, Australian Privacy Principles, and the NSW Health Records and Information Privacy Act 2002. Where required, patient consent will be obtained.

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.
3. We may also collect your personal information when you send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - your guardian or responsible person
 - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
 - your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- with other healthcare providers
- when it is required or authorised by law (eg court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, through My Health Record (eg via Shared Health Summary, Event Summary).

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms, including:

- electronic records
- visual records (X-rays, CT scans, photos)

Our practice stores all personal information securely. All personal information is stored in electronic format and is securely encrypted so that it can only be read by medical software. Personal information is protected with a user log in and password for all staff members only. Upon employment, all staff members and contractors sign a confidentiality agreement which applies even if a staff member leaves the practice.

Retention of Health Records

Our practice retains medical records in accordance with applicable legal, professional, and regulatory requirements.

In general, health records are retained for at least seven (7) years from the date of the last patient contact, or in the case of children, until the patient reaches 25 years of age, whichever is longer.

When health information is no longer required to be retained, it is securely destroyed or permanently de-identified.

Data Breaches

In the event of a suspected or actual data breach involving personal or health information, our practice will take immediate steps to contain and assess the breach and reduce any potential harm.

Where required under the **Notifiable Data Breaches (NDB) scheme** of the Privacy Act 1988, affected individuals and the Office of the Australian Information Commissioner (OAIC) will be notified as soon as practicable.

Our practice maintains procedures to respond to data breaches in accordance with legislative requirements.

Accessing and Changing Your Personal Information

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing using our Request to Access Medical Records Form, and our practice will respond within a reasonable time, generally 30 days. A reasonable administrative fee may be charged for providing copies of medical records, such as transfer via USB or secure electronic means. No fee is charged for making a request for access. Any applicable fees will be communicated to you prior to processing your request.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to info@blackbuttcentre.com.au for the attention of the Business Manager.

Complaints Resolution

BCC is committed to providing consumers with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We believe that receiving a complaint provides us with an opportunity to improve the services we deliver to you and maintain your confidence in BCC and our services.

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance

with our resolution procedure. You can contact us via phone on 02 49509733 or via email at info@blackbuttcentre.com.au. Please allow 24-48 hours for an acknowledgment of receipt and up to 30 days for a detailed response.

You may also contact us by writing to:

The Business Manager
Level 1, 58 Orchardtown Road
NEW LAMBTON NSW 2305

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

If you are not satisfied with how we have handled your privacy concern, you may also contact the Information and Privacy Commission NSW (IPC NSW):

Website: www.ipc.nsw.gov.au
Phone: 1800 472 679

Generally, the IPC NSW will expect you to have given our practice an opportunity to respond before they investigate a complaint.

Privacy Officer

The Practice Privacy Officer is responsible for overseeing privacy compliance at Blackbutt Clinical Centre, including the management of personal and health information, responding to privacy enquiries, and handling privacy complaints.

The Practice Privacy Officer is the **Business Manager** and can be contacted via:

Email: info@blackbuttcentre.com.au
Phone: 02 4950 9733
Address: Level 1, 58 Orchardtown Road, New Lambton NSW 2305

Privacy and our website

Personal information may be collected when using the AutoMed Online Booking and prescription request service on our website. This information may be stored by AutoMed for the purpose of future bookings. If any credit card information is entered when using

the AutoMed Repeat Prescription service, this may be stored by AutoMed via TYRO for the purpose of future requests if you should choose to do so.

The BCC website uses “cookies” to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a webpage server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalise BCC page, or register with BCC site or our services, a cookie helps BCC to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as contact addresses, shipping addresses, and so on. When you return to the same BCC website, the information you previously provided can be retrieved, so you can easily use the BCC features you have customised.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the BCC services or web sites you visit.

No personal information is collected when you browse anonymously. Anonymous browsing is when personally identifiable information is not required by an individual to gain access to our website. In addition, personally identifiable information such as name and contact details (email addresses) are only collected when you make an enquiry. All other information will be requested from you directly.

Information collected is kept for as long as it is needed to service your account and provide services and products requested by you. When your information is no longer needed for these purposes we will destroy or permanently render anonymous any information held about you.

Please be aware that if you directly disclose personally identifiable information or personally sensitive data through Blackbutt Clinical Centre (BCC) provided public message boards, this information may be collected and used by others.

BCC encourage you to review the privacy statements of websites you choose to link to from BCC. BCC is not responsible for the privacy statements or other content on websites outside of the BCC websites.

Changes to our Privacy Policy

From time to time it may be necessary for BCC to review and revise its Privacy Policy. BCC reserve the right to change its Privacy Policy at any time, and it may notify you about changes to this Privacy Policy by posting an updated version on the websites or you may request a hard copy from reception or via emailing info@blackbuttcentre.com.au.

Further Information on Privacy

Further information may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at www.privacy.gov.au.