



Billing: We are 100% Bulk Billed

Address: P.O Box 114, Queen Street, St Mary's, NSW, 2760

Call : **132873** or **Book Online** : www.13cure.com.au

Information Sheet

Consulting Hours:

Monday - Friday: 6pm to 8am (call centre open 4pm)

Saturday: from 12pm (call centre open 10am)

Sunday & Public holidays: 24 hour (call centre open 24 hours)

Patient privacy and confidentiality is assured for:

- Consultations
- Medical and account records
- Appointments
- Telephone calls
- Electronic media, including computer information

Patient Information

- All patient information is kept as strictly private and confidential.
- Only information directly relevant to the patient's care is to be disclosed.

Circumstances for Releasing Information

Sometimes patient information will be disclosed to third parties. Such parties include:

- Medicare
- Police
- Insurers
- Solicitors
- Government regulatory bodies
- Tribunals
- Courts of law
- Hospitals
- Debt collection agents

Patient Request for Information

A patient can request access to their medical record and other information that has been recorded by 13CURE. However, 13CURE may refuse to allow access to such information if there is a risk of physical or mental harm to the patient or any other person.

13CURE may need to remove any information that will affect the privacy of other individuals.

Patient's may also ask the staff of 13CURE about any aspect about their healthcare, including information in their medical record.

Depending on what is involved, a fee may be included for a request for information.

Test Results

Our doctors don't write any Pathology or Radiology referrals. Please see your regular GP if you require any referrals.

Feedback/Complaints

If you wish to contact 13CURE to provide feedback or you wish to make a complaint, please send your enquiries to:

Privacy Officer: Samantha Shepherd

13CURE

Suite 15/178 Queen Street, St Marys, NSW, 2760

Email: s.shepherd@13cure.com.au

Our Privacy Officer will endeavour to resolve any enquiries or issues as soon as reasonably possible.

Further Information

Office of the Australian Information Commissioner 1300 363 992 www.oaic.gov.au	Information and Privacy Commission New South Wales – 1800 472 679 www.ipc.nsw.gov.au (www.ipc.nsw.gov.au/pproval/privacy/ipc)	Office of the Information Commissioner Queensland – 07 3234 7373 www.oic.gov.au (www.oic.qld.gov.au)
ACT Health Services Commissioner 02 6205 2222 www.hrc.act.gov.au (www.hrc.act.gov.au/health)	Office of the Health Services Commissioner Victoria – 1300 582 113 www.health.vic.gov.au (www.health.vic.gov.at/hsc/)	Ombudsman Tasmania 1800 001 170 www.ombudsman.tas.gov.au (www.ombudsman.tas.gov.au)
Health and Disability Services Complaints Office Western Australia – 1800 813 583 www.hadscow.wa.gov.au (www.hadscow.wa.gov.au/home.index.cfm)	Office of the Information Commissioner Northern Territory – 1800 005 610 infocomm.nt.gov.au (infocomm.nt.gov.au)	Privacy Committee of South Australia 08 8204 8786 www.archives.sa.gov.au (www.archives.sa.gov.au/content.contacting-privacy-committee-sa)