

IMPORTANT INFORMATION IN RELATION TO YOUR PRIVACY

As a valued patient of our medical centre, we are writing to inform you of some important changes in the manner in which we will hold your medical records.

As you may already be aware, many of our doctors, nurses and staff work in and treat patients from two convenient locations throughout Bayside. These are:

1. Bluff Road Medical Centre, located at 328 Bluff Road, Sandringham, and
2. Bayside Family Medical, located at 1220 Nepean Highway, Cheltenham.

Many of our patients have already taken advantage of the convenience offered by two clinics. Indeed, our weekend and after-hours services have increased, as has our ability to accommodate more bookings at shorter notice.

Whilst the clinics share doctors, staff and resources, they are operated by two separate entities (Sand-E Admin Pty Ltd and Bayside Family Medical Pty Ltd, respectively). This has meant that the clinics have historically operated two separate patient databases. The operation of two separate databases means that your records have been tied to one particular clinic, and are not accessible should you visit the other. In our view, this interferes with our doctors' ability to provide you with the best service possible, because it restricts their ability to read and review your full medical history when treating you.

In order to improve the service provided to all of our patients, we will be merging our patient database across both clinics. Notwithstanding the merger of the database, we want to reassure you that:

- there will be no change in the ownership of your medical records; they will merely become available for perusal by your treating physician at both locations.
- your records will continue to be held in **strict confidence** and in accordance with the requirements of the Australian Privacy Principles and the applicable privacy laws; and
- the sharing of the databases among the clinics is solely to enable us to treat you at either location and is consistent with the primary purpose for which the information was collected in the first place.

The changes will also allow our doctors to access your records from any future location, should we expand our network of clinics in the future.

We take the issue of patient privacy very seriously and want you to be well-informed as to the manner in which we store and access your information. If you would like to read our full privacy policy, a copy can be downloaded from our website (<https://www.baysidefamilymedical.com.au/privacy-policy/>).

We trust that the above arrangements are consistent with your expectations. If you have any questions about the information in this letter, please do not hesitate to contact us to discuss.

Yours faithfully,

Practice Manager
(Bayside Family Medical)