



Hammond Health Privacy Policy.

Revision - 2.0

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Introduction.

At Hammond Health, we value your privacy and are committed to protecting your personal information. This privacy policy outlines how we collect, use, and safeguard the information of our patients.

Purpose and objectives.

This policy sets out guidelines for acceptable use of patient and staff information with our practice. The policy also outlines how information is collected, used and safeguarded.

1. Collection of Personal Information

We collect personal information to provide high-quality healthcare services. This may include:

- Full name, date of birth, and contact details (phone, email, and address).
- Medical history, health records, and other necessary health-related information.
- Payment details for billing purposes.

2. Use of Personal Information

Your personal information is used to:

- Provide medical care and treatment.
- Schedule and manage appointments.
- Process billing and payments.
- Communicate with you regarding your care, including reminders and follow-ups.

3. Disclosure of Personal Information

We respect the confidentiality of your information. Hammond Health will only share your personal information in the following circumstances:

- With your consent.
- When required by law (e.g., reporting notifiable diseases).
- With other healthcare providers involved in your care (e.g., specialists or diagnostic services).



- For billing purposes with Medicare or private health insurers.

4. Patient Information Sharing Policy

Our administrative team will not disclose specific details about doctors' schedules or personal information to patients. If a doctor is unavailable, patients will simply be informed of their unavailability without further explanation.

5. Data Security

We take reasonable steps to protect your personal information from unauthorized access, modification, or disclosure. This includes:

- Secure storage of physical and electronic records.
- Restricting access to authorized personnel only.
- Regular review and updates to our security measures.

6. Access to Your Information

You have the right to access your personal health information. Requests can be made in writing to our practice manager, Ray Overvliet, at admin@hammondhealth.com.au. We will respond within a reasonable timeframe.

7. Complaints

If you have concerns about how your information is handled, please contact our practice manager, Ray Overvliet, at admin@hammondhealth.com.au or call **(02) 6936 7020**. We take all complaints seriously and will address them promptly.

8. Updates to This Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on our website or upon request.

Contact Us

If you have any questions about this privacy policy or how we handle your information, please contact us:



Hammond Health

1/129 Fitzmaurice Street, Wagga Wagga, NSW 2650

Phone: **(02) 6936 7020**

Email: admin@hammondhealth.com.au

Revision

Current revision - 2.0

Date	Version	Revision	Author	Approved
3/11/23	1.0	Initial Version	Nicola Cave	
2/4/25	2.0	Second Revision	Ray Overvliet	Ray Overvliet