

## PRIVACY

GP Links Wide Bay respects the privacy of patients and their families. To provide you with the best possible care, it is important for you to be able to trust us and share with us all the information necessary to enable us to diagnose and treat you.

### What Information is Collected about me?

Most of the personal information collected relates to your diagnosis and treatment. When you attend a health facility a record is made containing your name, address, contact details and other information such as nature of the problem, family history, and the diagnosis and treatment. Medicare and other Commonwealth benefit card details are collected for funding purposes only. Every time you attend new information is added to your record.

Information will generally be collected from you. However, there may be circumstances where information about you will be collected by someone else. For example, information obtained from a relative in an emergency. This information may also be included in your record.

### Why do we need this information?

The team approach to health care is common to the Australian health system and is used by the RPHS Allied Health Team. Our RPHS Allied Health Team work together and share necessary information so that we can give you the best possible care.

Your record may also be accessed by administrative support staff to perform tasks such as booking appointments and communicating with you and other health providers.

More detail is available in the Divisions privacy policy. Please ask your Allied Health Professional if you have any questions or contact our Executive Officer, Mr. Shane Dawson.

### Do I have access to my information?

You also have the right to request access to your health record under the Freedom of Information Act 1992.

#### GP Links Wide Bay Contact Details:

##### Postal Address:

PO Box 2178  
Bundaberg Qld 4670

##### Business Address:

1st Floor, 6 Barolin St  
Bundaberg Qld 4670

Phone: 07 4151 0814

Fax: 07 4151 0794

Email: [info@gplinks.org.au](mailto:info@gplinks.org.au)

Website : [www.gplinks.org.au](http://www.gplinks.org.au)

Updated : 26 February 2010



## THE RURAL PRIMARY HEALTH SERVICE

## ALLIED HEALTH SERVICES

## CLIENT INFORMATION BROCHURE

**Diabetes Education  
Counselling  
Physiotherapist  
Podiatrist**

Funded by Department of Health and Ageing  
Delivered by GP Links Wide Bay Ltd

## COMPLAINTS

GP Links Wide Bay encourages clients to provide both positive and negative feedback on the service provided to ensure that clients receive best possible service. Complaints may be made verbally, if the client does not wish to make a written complaint or via the Divisions website - a secured area for providing feedback [www.gplinks.org.au](http://www.gplinks.org.au)

- All complaints will be dealt with in a positive manner with confidentiality maintained throughout the process
- Upon receipt of serious complaints, the Executive officer will send an acknowledgement within two days.
- All complaints will be recorded in a Complaints register for future reference.
- Our aim is to resolve complaints appropriately and make any warranted improvements to procedures, service delivery and policy.

If you are still unhappy with your treatment you can get in touch with the Health Rights Commission on toll free 1800 077 308

### REFUSAL OF SERVICE

GP Links Wide Bay will ensure that client's who refuse or have been refused a service are not disadvantaged from accessing services in the future.

The Division may refuse a service to a client on the following basis:

- Client need for service not established, risk assessment score too low.
- Inappropriate referral, service not provided by the Division.
- Funding availability, service required by client out of scope of the Division. The Division will refer client to other options.
- Violence

Clients who are refused a service may reapply for re-assessment based on the following: A change in the client's condition or situation. Within three months of previous assessment

## CLIENTS RIGHTS AND RESPONSIBILITIES

### Clients Rights:

- You have the right to be treated with dignity and respect.
- You have the right to be informed what services are available.
- You have the right to choose what service you will receive.
- You have the right to be assessed to receive services without discrimination.
- You have the right to privacy and confidentiality.
- You have the right to express your own views and ideas.
- You have the right to have someone with you when seen by a health professional.
- You have the right to have someone speak on your behalf.
- You have the right to have access to your health records upon written request by you or your nominated representative. Information will be supplied to you within three working days from receipt of request.
- You have the right to withdraw consent at any time.

### Clients Responsibilities:

- To respect GP Links Wide Bay RPHS Allied Health Service staff and other clients.
- To respect the conditions on the agreed plan between you and the GP Links Wide Bay RPHS Allied Health Service staff.

This information is left with you for your future reference. Should you wish to discuss any aspect of your rights and responsibilities, please do not hesitate to contact the division on (07) 4151 0814

## BACKGROUND

GP Links Wide Bay is part of a regional allied health strategy which was implemented to:-

- Improve the health care of key groups within a rural community
- Provide additional professional allied health services to rural communities.
- Facilitate an integrated approach to health care provision by allied health professionals and general practitioners working together to meet the care needs of patients.

To establish a sustainable and integrated provision of Allied Health services in rural communities a multidisciplinary team based approach service model needed to be established. There are many types of funding for Allied Health Services, i.e. Government funding which is directed at providing a service to those who have no private health insurance. A selection of these funding sources is outlined below;

**HACC (Home and Community Care)** funding, which provides services for the frail aged and the disabled.

**Medicare Plus** which requires a referral from your General Practitioner. Patients receiving this service must have an identifiable Chronic Disease. Medicare offers a rebate for this service.

**Dept. of Veteran Affairs**, referrals for services under the Department of Veteran Affairs must come from an approved department only.

**Rural Primary Health Service (RPHS)** can be accessed by individuals in rural communities in two ways: Primary Referral or Self/Family/Carer Referral. Primary Health Care funded under the RPHS is provided FREE of charge to consumers. Preference is given to patients who are part of a Care Plan OR Concession Card Holders. Priority is given to patients with a Chronic Disease.

**Qld Health.** Your Allied Health professional can advise which services are available and the referral criteria.