

DR JESSICA FORREST

Consultant Psychiatrist
MBBS, BMedSci, MPM, FRANZCP

Coburg Specialist Centre
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Privacy Policy

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What information is collected?

In order to provide you with psychiatric care, which may include reminders for appointments, medication prescriptions, billing and Medicare rebates, the following information will be requested from you:

- Full name, date of birth, address, contact phone number and email
- Medicare number
- Next of kin contact number in case of emergency (eg. there are concerns for your wellbeing and you are not answering the phone)
- GP details

Where is my information stored?

Your personal information is stored securely on an Australian-based electronic medical records system called Halaxy. Access to your medical records is limited to Dr Jessica Forrest and her administrative staff. Your personal information may also be stored on Heidi Health AI transcribing software, if this is used in your consult to transcribe notes. Your consent will be obtained before using this software. The information stored on Heidi Health is de-identified and deleted after 28 days.

Can I access my information?

Yes. You can request access to your records by speaking to or emailing Dr Jessica Forrest at Coburg Specialist Centre – reception@stationstreetclinic.com.

How long is my information stored for?

In accordance with the Health Records Act 2001, your health records are stored for seven years following your last contact with Dr Jessica Forrest's practice.

Who is my information shared with?

Your personal information will not be shared without your consent, unless Dr Jessica Forrest has urgent concerns about your wellbeing and safety. In that case, it is possible that your next of kin or emergency services might need to be contacted, even if you don't agree, in order to keep you safe.

With your consent, Dr Jessica Forrest will keep your GP updated of your progress. With your consent, other health professionals involved in your care might also be updated (eg. psychologist, NDIS supports, family).

How is my personal information shared?

If your information is being shared with others involved in your care (eg. pharmacy, hospital, psychologist, family), this will be done via phone, email or fax.

What if my information is hacked or lost?

All electronic databases are at risk of cyber-attacks. If this were to occur, an investigation will take place to establish who and what has been affected, and you will be notified as soon as possible.

How can I find out more about the Privacy Policy?

You can send an email to reception@stationstreetclinic.com or call 03 9958 9897.

What if I am unhappy with how my information has been handled?

Please raise any concerns or questions with Dr Jessica Forrest, either in person, via phone, or by email.