PATIENT PRIVACY

& CONFIDENTIALITY NOTICE

Your medical information is private. We respect and protect the confidentiality of every patient.

YOUR OWN MEDICAL RECORD

Each patient has a separate clinical record. Sharing a family or medical-aid account does not give another adult, spouse or account payer automatic access to your medical information.

WHY WE USE YOUR INFORMATION

We use relevant details for medical care, appointments, investigations, referrals, prescriptions, medical-aid claims and lawful administration. Access and sharing are limited to authorised people and appropriate purposes.

PRIVACY FORMS & COMMUNICATION CHOICES

We may ask you to complete an individual privacy form (Form A or B), including your preferred contact details and disclosure choices. Existing patients can complete this during a normal visit. Declining an optional choice does not, by itself, prevent necessary care.

EMAIL & SENSITIVE DOCUMENTS

Some electronic communication services process information outside South Africa. Ordinary email cannot be guaranteed to be end-to-end encrypted. Please ask reception if you prefer another suitable way to receive sensitive information.

YOUR RIGHTS & QUESTIONS

You may request access to or correction of your personal information, ask about permitted disclosures, or raise a confidentiality concern. We may verify identity and legal authority before releasing records.

INFORMATION OFFICER

Friedel van Wyk Nortjé

friedel@medicaljunction.co.za | 012 004 0441

Our full PAIA Manual and Privacy, Confidentiality & Patient Information Policy are available at reception and on the practice website.

Applies to Dr Rufus Nortjé & Associates only; other independent practitioners and tenants have their own privacy responsibilities.