PATIENT PRIVACY & RECORD ACCESS

Public quick notice | effective 16 October 2026

Your medical information belongs to your individual care

Dr Rufus Nortjé & Associates keeps separate clinical records for individual patients. A shared family or medical-aid billing account does not grant one adult access to another adult's medical record. Our doctors and authorised staff access information only for duties that justify it; confidentiality applies to everyone.

Why information is used and shared

We use relevant information to provide care, manage appointments and follow-up, issue prescriptions and referrals, process medical-scheme claims and accounts, and meet legal and professional obligations. Health information may be shared with relevant healthcare providers and medical schemes where legally justified and appropriately protected. Optional contact and disclosure choices are documented on patient Form A or B.

Digital communication

Clinical records are managed in Practice Perfect; appointments and accounts in ELLE. Some ELLE-generated emails are delivered using Twilio SendGrid and may be processed internationally. Microsoft 365 email and protection services also involve identified overseas processing. Standard email is not guaranteed end-to-end encrypted. Please tell us if you need an alternative way to receive sensitive documents.

Your choices and requests

You may ask to access or correct your information, raise a confidentiality concern, object to qualifying processing or request lawful deletion. Parents, representatives and account payers must demonstrate appropriate authority where required. Necessary healthcare or record retention is not automatically prevented by declining an optional communication choice. We provide a detailed PAIA Manual and Privacy, Confidentiality & Patient Information Policy at reception and on the practice website.

Information Officer and contact

Friedel van Wyk Nortjé | friedel@medicaljunction.co.za
Deputy Information Officer: Venessa Springbok (via enquiries@medicaljunction.co.za)
Telephone: 012 004 0441
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Postal address: same as physical address.
Information Regulator: www.inforegulator.org.za | enquiries@inforegulator.org.za

This notice concerns Dr Rufus Nortjé & Associates only. Other independent tenants and businesses at the premises have their own privacy obligations.