



# PATIENT REGISTRATION & IDENTIFICATION POLICY

## Policy

As an accredited medical practice, Reedy Creek Medical Centre complies with RACGP guidelines for patient registration and identification.

Reedy Creek Medical Centre does not discriminate in the registering of new patients on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. Refusal to accept an application to register will not be made without reasonable grounds e.g. the patient is unable to provide the necessary proof for identification.

Correct patient identification is vital for patient safety, identity protection and the maintenance of patient confidentiality. Our patients must be correctly identified at each encounter with our practice team using three (3) approved patient identifiers.

Approved patient identifiers include:

- Patient name (family and given name)
- Date of birth
- Gender (as self-identified by the patient)
- Address
- Individual healthcare identifier.

Receptionists may also request that the patient identifies:

- Contact number
- Emergency contact

**All new patients MUST provide a form of photo ID, showing proof of address, and their Medicare Card.**

For any exiting patients that have not attended the practice as a patient within the last 3 months, they may be required to provide a form of photo ID and Medicare card upon checking in for their appointment at the practice.

Reception reserves the right to perform periodic photo ID and Medicare card checked if uncertain of patient's identity.



## Procedure

To register as a patient, you will need to complete a New Patient Registration Form and provide photo identification, Medicare Card and evidence of your current address.

It is a requirement that any changes in personal details such as name, address, contact telephone numbers etc are communicated to the practice promptly.

If immediate necessary treatment is required, it MAY be provided without proof of identification BUT the patient's records will be noted that no identification has been seen and the patient will be asked to bring proof the next time they attend the practice. Only minimal short-term prescribing will occur until identification is provided i.e no S8 medication will be prescribed.

If a patient repeatedly fails or refuses to provide identification or if staff have concerns over any patient (identified or otherwise), they may contact Medicare's Fraud Tip-Off line at 131 524. Contacting Medicare does not breach the *Privacy Act 1998* as APP 6.56 states "An APP entity may use or disclose personal information for a secondary purpose where the entity reasonably believes that the use or disclosure of the personal information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body (APP 6.2(e))." APP 6.58 states "Enforcement related activities' is defined in s 6(1) and is discussed in Chapter B (Key concepts). Enforcement related activities include the prevention, detection, investigation and prosecution or punishment of criminal offences and intelligence gathering activities."