



## **PRIVACY POLICY**

### **Introduction**

This privacy policy is to provide information to you, our patient on how your personal information (which includes your health information) is collected and used within our practice and the circumstances in which we may share it to third parties.

### **Why and when your consent is necessary**

When you register as a patient at our practice you provide consent for our GP's and practice staff to access and use your information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek your permission.

## **Why do we collect, use, hold and share your personal information?**

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. When the GP writes a referral for you, the practice software uses document automated technologies to generate a referral. This ensures only the relevant information is in your referral to a specialist or allied health provider.

We also use it for directly related business activities, such as financial claims and payments, practice audits, accreditation and business processes (eg staff training)

## **What personal information do we collect?**

The information we will collect about you includes your:

- names, date of birth, addressess, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- medicare number (where available) for identification and claiming purposes
- healthcare identifiers

## **Dealing with us anonymously**

You have the right to deal with us anonymously or under a pseudonym unless it is impractical to do so, or unless we are required or authorised by law to only deal with identified individuals.

## **How do we collect your personal information?**

Our practice may collect your personal information in several different ways.

- when you make your first appointment our practice staff will collect your personal demographic information via your registration
- when you see your GP or the Registered Nurse they will collect information about your health. For Example, During the course of providing medical services, we may collect further personal information,via my Health Record, Shared Health Summaries, Prescription management services.

- We may also collect your personal information when you send us an email, telephone us, make an online appointment.

In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:

- your guardian or responsible person
- other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
- Medicare, or the Department of Veterans Affairs (as necessary)

### **How can you access and correct your personal information at our practice?**

You have the right to request access to, and correction of your personal information.

Our practice acknowledges patients may request access to their medical records. We require that you put this request in writing addressed to the Practice Manager and we will respond within a reasonable time (within 30 days) There will be a charge of \$50.00-\$100, depending on size, for access to your records and you may be required to attend an appointment with the doctor to discuss what you require.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by the practice is correct and current. You may also request that we correct or update your information, and you should make such a request by completing a new registration form.

### **How do we store and protect your personal information?**

All of your records are held electronically via our patient management system. Our practice stores all personal information securely. Our computers and electronic patient management system are password protected. Our staff and doctors are bound by confidentiality agreements.

### **When, why and with whom do we share your personal information?**

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers - these third parties are required to comply with this policy
- with other healthcare providers

- when it is required or authorised by law (eg court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, eg My Health Record.

### **Privacy, our website and HotDoc**

We use HotDoc for appointment bookings and reminders/recalls. Their privacy statement can be found at:

<https://practices.hotdoc.com.au/privacy-policy/>

### **How can you lodge a privacy-related complaint, and how will the complaint be handled by the practice?**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please write a letter attention to the Practice Manager and we will respond within 30 days by writing and will set up a meeting with you at a reasonable time.

You may also contact the OAIC. Generally the OAIC will require you to give them time to respond before they investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992

### **Policy Review Statement**

This policy will be reviewed every year or sooner if there are changes in legislation or privacy laws. (Last updated 24/9/2024)