



Privacy Policy

Introduction

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

When and why your consent is necessary

When you register as a patient of our practice, you provide your consent for our GP's and practice staff to access and use your personal information so they may 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 may seek additional consent from you to do this.

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

Our practice will need to collect your personal information to provide health services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg. Staff training)

What personal information do we collect?

The information we collect about you includes:

- Names, date of birth, addresses, contact details
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number(where applicable) for identification and claiming purposes
- Healthcare identifiers
- Health fund details

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us 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 will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration

2. During the course of providing medical services, we may collect further personal information
3. We may also collect your personal information when you send an email, or telephone us, or make an appointment
4. 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
 - Your health fund, Medicare, or the Department of Veteran's Affairs (as necessary)

Who do we share your personal information with?

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 the APPs and this policy
- With other healthcare providers
- When it is required or authorised by law (eg a 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 patients 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 statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- During the course of providing medical services, MyHealth Record/PCEHR system (eg shared health summary, event summary)

Only people that need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that is permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt-out of direct marketing at any time by notifying our practice in writing.

How do we store and protect your personal information?

Your personal information is stored at our practice in various forms, all information received in recent years is stored in your personal health record in Medical Director. Some old paper documents are also stored in the practice from since before our electronic records came

into use. These are filed in a room that is only accessible to authorised staff and is secured by locked doors when staff not in attendance. The facility is locked and alarmed after hours and monitored by ABA Security Monitor Alarm and South Coast Security Service for response and regular surveillance.

Our practice stores all personal electronic records securely.

All staff sign a confidentiality agreement on employment, any breach of this agreement would lead to termination of employment

No computers can be accessed by unauthorised persons, levels of access is graded for staff as deemed appropriate by the practice manager.

All computers are password protected and every staff member has their own password.

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

You have the right to access and correct your personal information

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing (form available at reception) and we will respond in a timely manner.

If you have new non-clinical information, you may discuss it with the reception staff and they can update your records while you are present.

All clinical information will be discussed and updated by your Doctor during routine consultations.

From time to time we will ask you to verify in writing your personal information to ensure that our information is accurate and up to date.

How can you lodge a privacy related complaint, and how will the complaint be handled at our practice?

We take all concerns and complaints seriously especially if they are related to privacy. You should express any concerns in writing; there are forms available in the waiting room and at reception.

You may also contact the OAIC (Office Australian Information Commission). Generally the OAIC will require you to give them time to respond, before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 336 002