

PRIVACY AND CONFIDENTIALITY

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal 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 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 healthcare 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 (e.g. staff training).

What personal information do we collect?

The information we will collect about you includes your:

- name, date of birth, address, 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
- 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 may collect your personal information in several different ways.

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. We participate in My Health Record, but will only access your ehealth record with your consent, unless in an emergency situation where consent cannot be obtained.
3. We may also collect your personal information when you visit our website, send us an email, telephone us, or make an online 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 Veterans' Affairs (as necessary).

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 APPs and this policy
- with other healthcare providers
- when it is required or authorised by law (e.g. 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 (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through My Health Record (e.g. via Shared Health Summary, Event Summary). Uploads to your Health Record will only be done with your consent.

Only people who 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 are permitted by law) without your consent. Please note, for those patients undergoing Coal Board Medicals, it is currently mandatory that Coal Board Medical chest x-rays be sent to America for second reads.

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 may be stored at our practice in various forms, although

predominately it will be electronic records. At times we may make use of paper records, however these will be converted to electronic records and the paper records will be destroyed. Your electronic record may also include visual records such as diagnostic imaging, photos of wound care progress etc.

Our practice stores all personal information securely. Electronically this is done by making use of protected information systems. This includes password protected computers and programs, encrypted back-ups etc. Any paper documents are stored securely in locked cabinets, and all staff and contractors are required to sign confidentiality agreements.

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 you to put this request in writing and either email it to admin@thmc.com.au or mail/drop off to: 11/1 Swordfish Avenue, Yeppoon QLD 4703 and our practice will respond within a reasonable time – 30 days. Please note, if you are requesting a large amount of information you may incur a minimum fee of \$20 to cover administration costs.

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 our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the Practice Manager at admin@thmc.com.au.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our 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 address complaints to the Practice Manager.

Mail: 11/1 Swordfish Avenue, Yeppoon, QLD 4703

Phone: 07 4939 1888

Email: admin@thmc.com.au

Please allow a turnaround of 30 days so your complaint/concern can be given the attention it deserves, and the matter thoroughly looked in. You will be kept updated with the result, if you so wish.

You may also contact the OAIC. 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 363 992. Alternatively there is the Office of the Health Ombudsmen (Ph: 133 646).

Privacy and our website

Personal information may be collected via our website. This includes when contact forms are completed and appointments are made online. Analytic data may also be collected.

Policy review statement

Our privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Updates/amendments to the policy will be put onto our website –

www.totalhealthmedicalcentre.com.au

Disclaimer

The *Privacy policy template for general practices* is intended for use as a guide of a general nature only and may or may not be relevant to particular practices or circumstances. The Royal Australian College of General Practitioners (RACGP) has used its best endeavours to ensure the template is adapted for general practice to address current and anticipated future privacy requirements. Persons adopting or implementing its procedures or recommendations should exercise their own independent skill or judgement, or seek appropriate professional advice. While the template is directed to general practice, it does not ensure compliance with any privacy laws, and cannot of itself guarantee discharge of the duty of care owed to patients. Accordingly, the RACGP disclaims all liability (including negligence) to any users of the information contained in this template for any loss or damage

Please do not hesitate to contact the Practice Manager on 4939 1888 if you have any queries regarding your health information.