

Kallangur Medical Centre Privacy Policy

Current as of: **October 2022**

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 with third parties.

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 minimal personal and health details information we will collect about you to be able to provide you with safe medical care includes your:

- full names, date of birth, residential and postal addresses, contact phone details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number or DVA number (where available) for identification and claiming purposes and Concession card numbers (e.g. pension or health care card) for eligible patients
- healthcare identifiers
- health fund details

To assist us in providing you with the best possible care you will also be asked information about:

- if you identify as Aboriginal or Torres Strait Islander
- your next of kin and emergency contact person
- lifestyle information such as nutrition, exercise, smoking and alcohol

Dealing with us anonymously

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

Those patients will be encouraged to use a consistent alias or code to enable records to be kept for continuity of care. You will be required to pay for any and all consultations under normal fee arrangements with the doctors of this practice. Any fees charged may not be able to be submitted to Medicare for a rebate.

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. This can include via electronic transfer of prescriptions, receiving records from your previous practice, correspondence with other health providers, My Health Records (PCEHR).
3. We may also collect your personal information when you visit our website, send us an email, telephone us or make an appointment online. Please note we will not communicate medical information via email as this is not a secure method.
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:
 - The patient's guardian or responsible person (where practical and necessary)
 - 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) and will be limited to the minimum required to obtain eligible rebates.

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, pathology and radiology services, public and private hospitals, pharmacists, allied health service providers, ambulance service.
- 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).
- 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. As stated above, some exceptions to this rule may occur when the disclosure is necessary to manage a serious and imminent threat to the patient's health or welfare, or is required by law.
- We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent. In the event that you are travelling outside of Australia and your records are requested to assist in your health needs whilst overseas, your records may be supplied with the correct authority.

- 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.
- From time to time this practice may undertake research, professional development and quality assurance/improvement activities to improve individual and community health care and practice management. Patients will be informed when any of these activities are being conducted and given the opportunity to 'opt out' of any involvement in these activities. The GP responsible for the activity will ensure that appropriate information is available to patients from reception staff who will also be made aware of the requirements to obtain consent and ensure that is properly obtained. Where possible identifying information will be removed from personal health information being used in any of these activities. Where this is not possible, internal staff accessing person health information are aware that they are under an obligation of confidentiality not to disclose the information and the GP from the practice who is responsible will ensure there is written obligation of confidentiality from internal staff and external researchers with appropriate penalties for disclosure.

How do we store and protect your personal information?

Your personal information may be stored in electronic format at our practice in various forms. The majority of our records are in electronic format. Any correspondence received in an alternative method e.g. post, are then scanned into your personal records and the paper document is then shredded. X-rays, CT scans etc are not held by the practice and are the responsibility of the patient. Documented photos are stored in your electronic records.

Our practice stores all personal information securely. In order to protect personal privacy all staff (including temporary or casual) of this practice, sub- contractors entering the premises (e.g. software providers etc) sign a confidentiality agreement. Staff will ensure that patients, visitors and other health care providers to the practice do not have unauthorised access, modification or disclosure while being stored or used for continued management of the patient's health care.

All electronic patient records, personal information, financial information etc are securely stored using individual passwords. Computer screens will be positioned to prevent unauthorised viewing of personal health information and password-protected screen savers are in use.

All staff will ensure that personal health information held in the practice is secured against loss or alteration of date. This system is maintained both within the practice and via our IT consultants. Encrypted Back-ups of all data are performed daily and held securely in the event of a fire etc.

It is the policy of this practice that individual patient medical records be retained until the patient has reached the age of 25 years or for a minimum of 7 years from the time of last contact, whichever is longer. Permission from the treating GP or authorised GP in the practice will be obtained before any record will be destroyed.

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

Under privacy legislation provisions, all patients have the right to information stored at the practice. This includes requesting access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. Your GP will provide an up to date summary of your health information upon such request and will consider all requests made by a patient to access their medical records. In doing so the GP will need to consider the risk of any physical or mental harm that may result from disclosure of health information. Any information that is provided by other referring practitioners or specialists as part of the patient health records can be accessed by the patient. If practical to do so, photocopy of requested information will be supplied to patient. Appropriate administration costs may be charged to the patient.

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. With request for the GP to alter or correct your information a notation will be recorded in patient's file to indicate the nature of the request and whether the GP agrees to it. For legal reasons, the doctor will not alter or erase the original entry.

You may also request that we correct or update your information, and you should make such requests in writing to admin@kallangurmedicalcentre.com.au or by completing a New Patient form with your new details.

Requests for your medical records by other medical practices

If a patient requests that their medical record be transferred, our practice requires written permission from the patient to supply a current patient health summary to the new treating GP. The existing GP will provide a current health summary to the requesting GP or to the patient and there is no charge for this service. Requests for further detailed information will be reviewed by the patient's current GP and this practice will comply with all relevant State and Commonwealth legislation with regards to access to patient records. This practice will retain original records and documents. The practice reserves the right to charge reasonable administration costs for transferring of detailed medical records.

This practice's after hours care provider is Family Care Medical Services to which this practice will allow this service to have access to a patient's personal health information in order to provide high quality care and they have access to patient information by telephone and fax.

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 allow 14 days to receive a response, so our management team can review and respond.

Please contact our practice via the following methods:

Post: Practice Manager, Kallangur Medical Centre, 2/1420 Anzac Avenue, Kallangur Q 4503

Email: admin@kallangurmedicalcentre.com.au

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.

Privacy and our website

Our website www.kallangurmedicalcentre.com.au is available for your convenience. Please note: We do not provide medical advice via e-mail and our website is general advice only. Please see your doctor for any medical advice required.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Our practice staff have access to this policy and the reviewing, maintaining and updating when implemented. We will advise our continuing patients via our website, newsletter or notifications within the practice.