

KOO WEE RUP MEDICAL CENTRE

PRIVACY POLICY

CURRENT AS OF 22/10/2024



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, & 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 GP's & Practice staff to access & 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 & SHARE YOUR PERSONAL INFORMATION?

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

WHAT PERSONAL INFORMATION DO WE COLLECT?

The information we collect about you includes your:

- Names, date of birth, addresses, contact details.
- Medical information, including medical history, medications, allergies, adverse events, immunizations, social history, & risk factors.
- Medicare number (where available) for identification & claiming purposes.
- Healthcare Identifiers.

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 & demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.
3. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical to collect from you directly. This may include information from: Your guardian or responsible person, other involved healthcare providers, such as specialists, allied health, hospitals, community health services, pathology & diagnostic imaging, your health fund, Medicare, or DVA.

WHEN, WHY & 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 info tech provider. – these third parties are required to comply with APPs & this policy.

- With other healthcare providers.
- When it is required or authorized by law (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 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, through My Health Record.

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 of Australia (unless under exceptional circumstances that are permitted by law), with your consent.

Our Practice will not use your personal information for marketing 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 & PROTECT YOUR PERSONAL INFORMATION?

Your personal information may be stored at our Practice in various forms eg: namely electronic records, but also perhaps paper records.

Our Practice stores all personal information securely.

We are basically paperless but do have a number of 'old' paper records filed in the 'staff only' area.

Records are not left in public or unauthorised areas of the clinic.

All staff members are bound by his/her privacy clause contained with the employment agreement which is signed upon commencement of employment at the Practice.

Our Practice ensures that our computers & servers comply with the RACGP computer security checklist that;

- Computers are only accessible via individual passwords in the Practice team, who have appropriate levels of access.
- Computers have screen savers or other automatic privacy protection & computers connected to the internet are protected by hardware and software firewalls & antivirus software that is updated regularly.
- Servers are backed up and checked at frequent intervals, consistent with a documented business continuity plan.

HOW CAN YOU ACCESS & CORRECT YOUR PERSONAL INFORMATION AT OUR PRACTICE?

You have the right to request access to, & 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 & our Practice will respond within a reasonable time. This needs to be a signed request & you must prove your identity before being given any copy of personal records. If the patient has moved to a different clinic, we are happy to transfer records over to the new clinic once a signed

request from the patient is received. We will transfer the file within 30 days, by paper or XML file within 30 days of receiving request.

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 & current. You may also request that we correct or update your information, & you should make such a request to our reception staff.

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

We take complaints & concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We Will attempt to resolve it in accordance with our resolution procedure. Any complaints should be addressed to the Practice Manager of the clinic & posted to our address at:

Koo Wee Rup Medical Centre

303-309 Rossiter Road

Koo Wee Rup, Melbourne, Vic, 3981

Or call (03) 5997 1222

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

For Victoria, you may also contact the Health Services Commissioner on 1300 582 113 or send your complaints to:

Health Services Commissioner

Level 26, 570 Bourke Road

Melbourne, Vic, 3000

Policy review statement:

This privacy policy will be reviewed regularly to ensure it is in accordance with any changed that may occur. It will be updated & available at our reception desk upon request.