



Practice Privacy Policy

Current as of: March 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 (eg staff training).

What personal information do we collect?

The information we will collect about you includes your:

- 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 available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

Dealing with us anonymously

Under the Privacy Act 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. Please note you will not be able to access Medicare through our practice if you choose to do this and will be charged a practice fee.

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.
Information about the information collected is further explained in our terms and conditions on the new patient form.
2. During the course of providing medical services, we may collect further personal information. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary. You will need to specify if your practice participates in any of these eHealth services.
3. We may also collect your personal information when you visit our website, send us an email or SMS,

telephone us, make an online appointment or communicate with us using social media. Please note our Facebook page is not checked daily and your message may be unattended to. It is better to call or email the practice.

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
- Medicare/DVA and AIR for claiming services and registering immunisations
- 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, through eTP through ERX exchange, My Health Record (eg 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.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are 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.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations such as Brisbane South Public Health Network to improve population health outcomes for people in the Brisbane Metro South health area. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms.

Such as electronic records in an encrypted form that requires a username and password to access. In addition, paper records when correspondences is received, secure messages through secure messaging providers such as health link, medical objects. And emails from other health providers or patients directly.

Our practice stores all personal information securely on a closed network that is protected with endpoint security measures and a VPN. Any hardcopy documents are scanned and then destroyed with a registered paper shredding company.

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 attention it to your normal GP, or the practice manager and whether you require it received in paper copy. Our practice will respond within a reasonable time. eg 30 days is generally considered reasonable. Depending on the requested and method of receiving there may be a minimal administration fee of \$15.

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 either in a letter or a known email address associated with you.

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 or directly to the practice manager. We will then attempt to resolve it in accordance with our resolution procedure.

Contact: 3396 9855

Mail: PO Box 5193 Manly QLD 4179

Email: sarat@silkymed.com.au

An acknowledgement of receiving and clarifying your complaint will occur within 48 hours of receiving the complaint. We will aim to resolve the complaint through our complaint handling process within 30 days.

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. In addition you can take your complaint the Queensland Office of the Health Ombudsman OHO 133 (OHO).

Privacy and our website

Our website has deidentified analytics for measuring marketing programs. In addition when you complete a webform the information is shared through a third party provider such as Microsoft or JotForm. JotForm and Microsoft comply with all privacy legislation around storage and access of data.

Policy review statement

This policy will be reviewed every three years or if significant changes to legislation or the RACGP Standards occur.