

Gordonvale Family Medical Centre privacy policy

Current as of: 16/02/2021

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

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. An example may be through our written feedback forms, or phone calls, as part of our quality and safety feedback procedures.

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. Examples help us to cross check information which includes My Health Record and the Australian Immunisation Register (AIR).
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.

Your information is captured online if you use our secure booking system partner HotDoc. Please visit their related privacy policy. Your information that you elect to publish on Google by way of reviews and comments is also captured by our practice and reviewed for as a feedback tool.

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 (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 the Australian Immunisation Register, My Health Record (eg via Shared Health Summary, Event Summary). Your information is also sent to our North Queensland Primary Health Network in an aggregated non-identifiable format. The intention is to provide broad health related information about our practice for Quality Improvement purposes. You can be removed from any data-extraction process at your request.

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 to improve population health outcomes. 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. There are some residual hardcopy files securely kept in a shipping container on site and electronic records on our secure system as explained to follow. Our practice stores all personal information securely.

All electronic data is stored on our local onsite (on premise) servers. We endeavour to make the systems as secure as possible by restricting access to IT systems through the use of user accounts, user permissions and software restrictions. It should be noted that all staff are provided with unique username and passwords to

access our IT systems. All clinical software and database access is restricted by user roles and permissions which is allocated and updated by management. (eg: only designated staff are able to export patient files from the clinical software package) All devices at the medical centre are protected by an onsite security appliance (firewall) that continuously monitors and logs all traffic going in and out of the organisation. The onsite servers are backed up every hour during business hours and an offsite consolidated backup is pushed to a Cloud server every four hours. Daily verifications of the backups are performed, screenshots recorded and reports are generated. This backup service/solution provides feedback, confirmation and verification that the backups are working as expected. Our backup solution also allows the possibility of quicker recovery in the event of a server failure or catastrophic event (eg: fire).

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 to the practice manager at admin@gordonvalefamilymedical.com.au or 27 Norman Street Gordonvale Q 4865 and our practice will respond within 14 business days. A full medical record may cost up to \$30 to cover administrative costs and take up to 14 business days.

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@gordonvalefamilymedical.com.au or at 27 Norman Street Gordonvale QLD 4865.

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. We understand and are committed to our privacy obligations. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Contact can be made to the practice management on 07 4056 3600, admin@gordonvalefamilymedical.com.au or by mail to 27 Norman Street, Gordonvale Q 4865. We will endeavour to reply to your concerns within 14 business 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 Contact can also be made with the Office of the Health Ombudsmen on 13 36 46.

Privacy and our website

N/A at this point in time

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Patients are to be notified of any changes to the policy through visual means of communication on our website and postering in the practice. The policy to be made available to the patient upon request.

Disclaimer

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