Cammeray Medical Practice Patient Privacy Policy

Contact details:

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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 other parties.

Why and when your consent is necessary:

When you register as a patient of our practice, you provide consent for our GP's 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 store 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 and practice audits and accreditation.

What personal information do we collect?

The information we collect about you includes your:

- Names, date of birth, address, contact details
- Medical information including medical history, medications, allergies, immunisations, social history, family history and risk factors
- Medicare or Individual Healthcare Identifier (IHI) number for identification and claiming purposes
- Health Fund Details.

Dealing with us anonymously:

If you wish to remain anonymous when accessing our healthcare services, please talk to our practice staff.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

- When you first make an appointment via your paper or online registration form
- During the course of providing medical services, we may collect further personal information for example via electronic transfers of prescriptions, My Health Record, or through Shared Health Summaries
- We may also collect your personal information if you visit our website, send us an email, telephone us or make an online appointment
- 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 healthcare providers involved in your care (eg hospitals, specialists, pathology providers or 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 need to 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 all required to comply with the strict Australian Privacy Principles 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 patients 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
- When there is a statutory requirement to share certain personal information (eg some disease require mandatory notification to the Public Health Unit)
- During the course of providing medical services through eTP, My health Record (eg via Shared Health Summaries)

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 and services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms – as paper records, electronic records or visual forms (xrays, CT scans, photos).

- Paper records are stored in a securely locked office.
- Old paper records (those older than 7 years) and any identifiable paperwork is disposed of via our contracted Secure document destruction company.
- Electronic records are password protected.

All staff and contractors sign a confidentiality agreement prior to commencing work in the practice.

Any electronically transmitted information is transmitted via secure platforms such as Argus, HealthLink and Medical Objects. Only relevant medical information is included in our referral letters.

Email communication is not our preferred way of communication a security of transmission cannot be guaranteed.

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 my want to request access to their medial records. We require you to put this request in writing addressed to Dr Eve Tsironis (our Practice Principle). Please allow 30 days for response to this request and baa devised that you may be charged for any external costs that may arise from this request.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date and request that you keep us up to date of any changes to your address, name or personal circumstances to ensure that the information we hold is correct and current.

How can you lodge a privacy related complaint and how will the complaint be handled at out practice?

We take complaints and concerns regarding privacy very seriously. You should express any privacy concerns you may have to us in writing either via a feedback form (located at reception) or via direct written communication with Dr Eve Tsironis our practice principle. Please ensure that you provide an up to date mailing address or telephone number for return communications and allow up to 30 days for a response.

Additional information regarding the complaints process can be found on our practice Information sheet or website.