CAMMERAY MEDICAL PRACTICE

PATIENT PRIVACY POLICY

November 2026 | Information for patients

Level 1, Cammeray Square, 450 Miller Street, Cammeray NSW 2062
Telephone: (02) 9955 5255 | Fax: (02) 9955 4222
Email (administrative enquiries): reception@cammeraymedicalpractice.com.au

1. Our commitment to your privacy

Cammeray Medical Practice respects the privacy of our patients. We collect, use and protect personal and health information to provide safe healthcare and manage our practice. We handle this information in accordance with applicable Australian privacy and NSW health privacy laws.

2. What information do we collect?

We may collect your name, date of birth, contact details, emergency contact, Medicare, DVA and other healthcare identifiers, health fund and billing details, and information about your health. Health information includes your medical and family history, medicines, allergies, vaccinations, consultation notes, clinical photographs, test results, referrals and correspondence.

3. How do we collect and use information?

We usually collect information directly from you when you register, book appointments, consult our clinicians, complete forms or contact the practice. When appropriate, information may also come from a parent or authorised representative, hospitals, specialists, pathology or imaging providers, other treating practitioners, My Health Record or relevant health and government services.

We use information to provide and coordinate care, manage appointments and referrals, follow up results and recalls, issue prescriptions, process accounts and Medicare claims, meet legal obligations, and undertake appropriately managed quality improvement and accreditation activities.

4. When is information shared?

We disclose relevant information to treating practitioners, hospitals, pathology and imaging providers, secure clinical messaging services, Medicare, insurers and authorised service providers where necessary for healthcare, practice administration or as permitted by law. This includes mandatory reporting and valid legal requests. Other disclosures require consent or another lawful basis. We do not sell patient information or use it for direct marketing without appropriate consent; any marketing consent can be withdrawn.

5. Who can access your information and how is it protected?

Only authorised people, including clinicians, relevant administrative staff, supervised students and contracted providers, may access information needed for their work. We use confidentiality obligations, access controls and secure paper and electronic record-handling procedures. We retain health records for the applicable NSW minimum period (generally at least seven years from the last service for adults, and until age 25 for information collected about children), or longer where required. Records are securely disposed of when lawful and appropriate.

6. Email, online bookings and external service providers

We use electronic systems, including online booking, electronic prescriptions and secure clinical messaging. These services may process information needed to deliver their functions. Ordinary email is not guaranteed to be secure and is not monitored continuously; please do not use it for urgent clinical matters or send sensitive clinical information unless a suitable arrangement has been agreed. Ask reception about secure alternatives.

7. AI-assisted consultation notes

With your permission, CMP may use Heidi AI to prepare draft consultation notes. Heidi stores Australian customer data in Australia. Your doctor checks and corrects the draft and remains responsible for the final record and all clinical decisions.

Your doctor will explain Heidi AI and seek voluntary consent for its use at each consultation. Consent is recorded in your medical record. You may decline or withdraw consent without affecting your care; the doctor will document the consultation by another method.

8. Accessing, correcting or transferring your records

You may ask to access or correct your health information or have relevant records securely transferred to another healthcare provider. Contact the practice by phone, letter or email; we will verify your identity and any representative authority. We aim to respond to requests within 30 days. Any lawful grounds for refusing access or correction, and any reasonable permitted charges, will be explained. If an amendment is declined, you may ask for a statement of your concern to be associated with the record where required by law.

9. Anonymity and identification

Where practicable and permitted by law, patients may make general enquiries or provide feedback anonymously or using a pseudonym. For medical care, CMP generally needs to verify a patient's identity to provide safe treatment, keep accurate records, issue prescriptions and referrals, and process Medicare claims.

10. Privacy concerns and complaints

Privacy concerns may be raised with a Practice Principal via reception on (02) 9955 5255 or in writing to CMP. We aim to acknowledge complaints within three business days and give a substantive response within 30 calendar days. If dissatisfied, you may contact the Office of the Australian Information Commissioner (oaic.gov.au) about privacy or the NSW Health Care Complaints Commission (hccc.nsw.gov.au) about health services. Where a data breach is likely to cause serious harm, CMP will assess and make notifications required by law.

11. Copies and updates

This policy is available free of charge at reception and on our website, www.cammeraymedicalpractice.com.au. We will review it as laws, technologies or our practice arrangements change. If you need a different format or help understanding this policy, please ask reception.