

Point Cook Medical Centre Privacy Policy

Current as of: 22/03/2022

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 you're:

- 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.

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. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.
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.
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 eTP, 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.

How the practice handles your health information internally and when communicating with other healthcare providers.

In our practice, it is normal for all GPs to have access to your medical records. If you have any concerns about this please discuss them with your GP or practice staff. It is important that other people involved in your care, such as medical specialists and other healthcare professionals, are informed of the relevant parts of your medical history, so they can provide the best care for you. Your GP will let you know when this is necessary.

GPs respect your right to decide how your personal information is used or shared. For example, this may be sharing your health information with specialist doctors. Personal information that identifies you will only be sent to other people with your consent, unless there are exceptional circumstances. Gaining your consent is the guiding principle used by this practice in using and sharing your information. Our practice will not share your personal health information with anyone else or another organisation unless:

- you have consented to this sharing, or
- they are legally obliged to disclose the information, in which case your GP will first discuss with you the information that she or he is legally obliged to disclose, or
- the information is necessary for you to obtain Medicare payments or other health insurance rebates, or
- there is an overriding public health and safety interest in the release of the information

In the above cases, only information necessary to meet the requirements will be provided. Our practice use referral templates that extract your personal information into referral letters through document automation technologies, particularly so that only the relevant medical information is included in referral letters. In addition, we may electronically send your information to service providers via accepted secure messaging systems.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. Almost all personal information is kept in the form of electronic records in protected information system. Paper records, CD's, Xray/CT scans are kept in secured environment. Our practice stores all personal information securely.

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 available through phoning our reception staff on 03 93953400 and our practice will respond within a reasonable time. Our practice could take up to 30 days to provide this information to you our practice will also charge a fee associated with this 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 and current. You may also request that we correct or update your information, and you should make such requests in writing to Hasan Rizvi Practice manager, Point Cook Medical Centre or reception@pointcookmc.com.au

Australian Privacy Principals (APP's)

The commonwealth Privacy Act was amended in 2012 and from March 2014 will incorporate 13 Australian Privacy Principles (the APP's) the set out the rules for the handling of personal information in Australia. The APPs replace the previous 10 National Privacy Principles (NPP). In the interests of providing quality health care this practice has developed a privacy policy that complies with the privacy legislation and the APPs. The provision of quality health care is our principal concern. It requires a doctor patient relationship of trust and confidentiality. Your doctor regards patient health information as confidential and will only collect this information with patient consent. A patient's personal information is handled in accordance with the practice's privacy policy and consistent with the privacy legislation. Patients are entitled to know what person information is held about them; how and under what circumstances they may have access to it; why it is held; its use; to whom and under what circumstances it may be disclosed; when consent is required for these purposes; and how it is stored Every effort will be made to discuss these matters with patients at the time person health information is collected from patients attending this practice. Because there will be occasions when it is not practical to make patients aware of these matters at the time of collection this brochure is designed to outline how this practice endeavours to protect the privacy of patient's personal health information.

Information about the APPs is available online at www.oaic.gov.au - Fact Sheet 17

The Victorian Health Records Act 2001 is available online at: www.health.vic.gov.au

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. We will then attempt to resolve it in accordance with our resolution procedure.

Complaints:

Hasan Rizvi Practice Manager

reception@pointcookmc.com.au

03 93953400

Our practice manager will endeavor to contact you again in regards to your complaint within 30 working 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.health.vic.gov.au/hsc/complaint or call the OAIC on 1300 582 113.

Policy review statement

The privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. This will be amended and shown on the Web Site, and advertised through our reception patient information boards.