



Privacy Policy

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 (e.g. staff training).

What personal information do we collect?

The information we will collect about you includes:

- 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 for identification and claiming purposes
- healthcare identifiers

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 authorized by law to only deal with identified individuals.

How do we collect your personal information?

Our practice will collect your personal information:

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, and your My Health Record (unless you have opted out).
3. We may also collect your personal information when you send us an email or SMS, telephone us, or make an online appointment.
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 other GPs, specialists, allied health professionals, hospitals, pharmacists, community health services and pathology and diagnostic imaging services
- Medicare, or the Department of Veteran's Affairs

Who do we share your personal information with?

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 involved in your care
- when it is required or authorised by law (e.g. 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 (e.g. some diseases require mandatory notification)
- during the course of providing medical services -through Electronic Transfer of Prescriptions (eTP), MyHealth Record.

Only people that 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. Our practice may use your personal information to invite you to participate in research projects. Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. You may opt-out at any time by notifying our practice in writing.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Are there any other ways we use your information?

Our practice participates in Quality Improvement activities that involve auditing and analysis of patient data. This may also include the collection of de-identified patient data. De-identified data may be provided to government-related health care entities to assist in health care initiatives and responses to the changing health of the population. The data may be further aggregated with data from other practices on a regional or state-wide basis and our practice is de-identified as part of this process. You can advise us if you wish to opt out.

How do we store and protect your personal information?

Your personal information may be stored at our practice as an electronic record. Our practice stores all personal information securely, on electronic format that is password protected. Paper records are all scanned to an electronic format and become part of your medical records. We will only retain hard copy of X-rays and other imaging temporarily and ask you to collect these. We have confidentiality agreements in place for our staff and contractors.

How can you access and correct your personal information?

You have the right to request access to, and correction of, your personal information. Patients may request access to their medical records. We prefer you to put this request in writing and our practice will respond within 30 days. We may charge you reasonable administration fees for arranging your access to these medical records. 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 your personal information held by our practice is correct and up-to-date. You may also request that we correct

or update your information, and you should make such requests in writing (see details below) or discuss with your doctor.

How can you lodge a privacy related complaint?

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 complaint's resolution procedure and aim to respond within 30 days. Address your complaint to the Practice Manager, Shop 5/15-19 Erskineville Rd, Newtown NSW 2042, 9557 2266, reception@erskinevilledoctors.com.au. You may also contact the OAIC. Generally, the OAIC will require you to give the practice time to respond, before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 336 002.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur in State or Commonwealth legislation.

Date of review 26/09/2019