



PRIVACY POLICY – PATIENT

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 clinic, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary

When you register at our clinic, you provide consent for our GPs and clinic employees to access and use personal information so they can provide the patient with the best possible healthcare. Only employees who need to see personal information will have access to it. If we need to use patient 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 clinic will need to collect personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing personal information is to manage the patient’s health. We also use it for directly related business activities, such as financial claims and payments, clinic audits and accreditation, and business processes (e.g. staff training).

What personal information do we collect?

The information we will collect 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 (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 clinic may collect personal information in several different ways.

1. When you make your first appointment our clinic staff will collect 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 My Health Record or from the Hospital.
3. We may also collect personal information when you visit our website, telephone us, send us an email, 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).

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When, why and with whom do we share your personal information?

We sometimes share personal information:

- with third parties who work with our clinic 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 (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 My Health Record.

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 clinic will not share personal information with any third party without the patient's 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 clinic will not use your personal information for marketing any of our goods or services directly to you without express consent. If you do consent, you may opt out of direct marketing at any time by notifying our clinic in writing.

How do we store and protect your personal information?

Your personal information may be stored at our clinic in various forms. Our medical records are kept in electronic format, in protected information systems. Paper information is scanned to your medical record before being destroyed securely.

Any hard copy items are scanned and stored in locked cupboards. Computers are password protected, and all employees and contractors have signed confidentiality agreements.

How can you access and correct your personal information at our clinic?

You have the right to request access to, and correction of, your personal information.

Our clinic acknowledges patients may request access to their medical records. We require this request be made in writing and provide a form for this purpose. The form can be given to a staff member who will pass it to the Clinic Manager. Our clinic will respond within 45 days, but it is usually sooner. Any costs involved with supplying the medical records to you will vary according to the amount of records printed.

Our clinic will take reasonable steps to correct 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 the clinic is correct and current. You may also request that we correct or update information, and such requests can be made in writing to the Clinic Manager or via email to the clinic.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our clinic?

We take complaints and concerns regarding privacy seriously. You should express any concerns you may have in writing to the Clinic Manager using the clinic's email address provided on our website. We will then attempt to resolve the complaint or concern in accordance with our resolution procedure. The clinic aims to resolve complaints as they are reported and within 30 days, where possible.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will

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investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992. You may also contact the Office of the Health Complaints Commissioner in Melbourne on 1300 582 113 or visit <http://hhc.vic.gov.au> for further information.

Personal information is collected when you use the on-line booking system on our website. SSL encryption is used during the transmission process, as well as AES-256 encryption algorithm at the storage facility to keep your information secure. This personal information is not shared with third-parties.

Policy review statement

This policy is reviewed annually or in accordance with any relevant legislative changes. If this policy changes an updated version will be placed on our website. MAACG Medical Group Pty Ltd recommends that you regularly review this policy to ensure you are always up to date on what information we collect, how we use it and how it will be disclosed, if at all.

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