

# Terrigal Medical Centre and Avoca Beach Medical Centre privacy policy

Current as of: 9 June 2016

## 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:

- names, date of birth, addresses, contact details, next of kin and emergency contacts
- 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 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 (eTP), MyHealth Record/PCEHR system, 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 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 specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
- your health fund, Medicare, or the Department of Veteran's Affairs (as necessary).

## 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
- 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 Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (eg via Shared Health Summary, Event Summary).

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.

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 do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. Principally we will store your records electronically, older records may be stored in paper form.

Our practice stores all personal information securely. Our electronic data is secured by firewalls and passwords and our electronic data backups are encrypted. Paper records are stored in a secure environment. All staff and contractors sign confidentiality agreements.

## 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 to your Doctor or the Practice Manager, please provide a colour copy of your photo ID (eg driver's licence) and our practice will respond within a reasonable time (30 days). We will advise the cost of providing this information to you once the request has been received.

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 to the Practice Manager, deliver directly to reception or post to PO Box 49 Terrigal NSW 2260. You may also be requested for a copy of photo identification.

## 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. Please put your complaint or concern in writing to the Practice Manager, Terrigal Medical Centre/Avoca Beach Medical Centre, PO Box 49 Terrigal NSW 2260, telephone 02 4385 3150. Your complaint/concern will be responded to within 30 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.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 336 002.

## Privacy and our website

Visitors to our website have the following information collected: website usage from cookies and log files (session cookies and log files do not contain any personal information). During the course of any visit to our website the pages you see along with the possibility of a cookie are downloaded to your computer. The vast majority of websites do this, cookies provide the Website author with certain information eg whether the computer has visited the website before. This is done on second and future visits to the website by checking to see, and find, the cookie left there on the previous visit. The majority of people are not concerned about cookie usage however if you are concerned about this you can set your browser preference to reject cookies. Patients who sign up for online appointments through our website or mobile apps provide their name, date of birth, contact details and medicare card number to our online appointment provider Healthsite. Healthsite provide their privacy policy on their website: [www.healthsite.com.au](http://www.healthsite.com.au) and they do not provide information to a third party without first obtaining your consent unless obliged by law. Healthsite have no access to our clinical database, the only information they have is that provided by you when you sign up for online appointments.

## Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify patients via our Website and by notice at reception when the policy is amended.

If you have any comments about this policy please contact the Practice Manager, 02 4385 3150.