

The Injury Centre Norwest & Narellan privacy policy

Current as of: 1st December 2024

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 healthcare team 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 your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- appointment and billing details
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details
- emergency contact 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. From you directly when you provide this information to us. This may be face-to-face or via a registration form.
3. During the course of providing medical services, we may collect further personal information. Such as information from My Health Record, Shared Health Summaries and Prescription Monitoring Systems
4. 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.
5. 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 such as electronic transcription services and practice management software providers– these third parties are required to comply with APPs and this policy
- with other healthcare providers involved in your care
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories
- 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)
- to help us manage our accounts and administrative services, including billing, arrangements with Medicare, health funds and other insurance providers

- to liaise with your health fund, government and regulatory bodies such as Medicare, the Department of Veteran's Affairs and the Office of the Australian Information Commissioner (OAIC) (if you make a privacy complaint to the OIAC), as necessary

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.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms and all personal information is stored securely, including:

- Holding your information on an encrypted password protected database
- Holding your information in secure password protected cloud storage (located within Australia)
- Holding your information in a lockable cabinet

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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 privacy@theinjurycentre.com.au and our practice will respond within 30-days. We may charge you a reasonable administrative fee for complying with your 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 admin@theinjurycentre.com.au

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

If you have any questions about privacy-related issues or you have a complaint about the privacy of your personal information you may lodge your complaint in writing to us via:

- privacy@theinjurycentre.com.au
- Suite 10, 6 Meridian Place BELLA VISTA NSW 2153

We will consider the details and attempt to resolve it in accordance with our complaints handling procedures within 30 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Phone: 1300 363 992

Fax: 02 6123 5145

Post: GPO Box 5288 Sydney NSW 2001

Website: <https://www.oaic.gov.au>

Policy review statement

Our privacy policy is reviewed regularly to ensure it is in accordance with any changes that may occur. Updated versions of our privacy policy are available upon request.



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