Granville Family Medical Centre
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Granville Family Medical Centre Privacy Policy

Current as of: 3rd February 2025

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 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
- 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 authorized 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.
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 (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 (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 do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. Such is electronic records, visual records (e.g. X-rays, CT scans and photos).

Our practice stores all personal information securely using an electronic format provided by our software system Medical Director, there are strict passwords and confidentiality agreements with staff and contractors enabled to protect the patients.

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 and our practice will respond within a reasonable time. In the event that a patient wishes to access their health records, either for personal keepsake or to send to another medical practitioner, the Medical Centre requires the patients to sign a consent form prior to release of such records. The practice takes approximately 20 days to release this information to the recipient.

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.

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

At Granville Family Medica Centre, we take privacy concerns and complaints seriously and are committed to handling them promptly and in accordance with privacy laws.

How to Lodge a Privacy-Related Complaint

If you have any concerns regarding the handling of your personal health information, you may lodge a complaint by:

- Writing to the Practice Manager at Granville Family Medical Centre via email or a written letter
- Submitting a written complaint in person at the reception desk

All privacy-related complaints should be made in writing to ensure a clear and documented resolution process.

How Your Complaint Will Be Handled

- Acknowledgement: You will receive a written acknowledgment of your complaint within 7 business days.
- Investigation & Resolution: We will thoroughly investigate your concern and aim to resolve the issue within 30 business days in accordance with our resolution procedure.
- Outcome Notification: A formal response outlining the outcome and any corrective actions taken will be provided.

Escalation to the Office of the Australian Information Commissioner (OAIC)

If you are not satisfied with the response from our practice, you may escalate your complaint to the Office of the Australian Information Commissioner (OAIC). The OAIC typically requires that you first allow us time to address the issue before they proceed with an investigation.

For more information, visit www.oaic.gov.au or contact the OAIC at 1300 363 992.

Policy Reviews Statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may

occur. Changes to the policy with be notified to patients immediately.

Disclaimer

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