

Biggenden Medical Centre Privacy Policy

Current as of: 01.07.2020

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 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 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. During the course of providing medical services, we may collect further personal information. This could include information collected through My Health Record.
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:

57 Alice Street, Biggenden, QLD 4621

ABN: 85 152 507 741

Ph: 07 4217 1404

Fax: 07 4217 1697

email: reception@biggendenmedicalcentre.com.au



- 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 (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, such as 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. This could include:

- As paper records
- As electronic records
- As visuals- Xrays, CT scans, videos and photos
- As audio recordings

Our practice stores all personal information securely.

Due to the nature of the information collected by the practice to provide health care services, extra precautions are taken to ensure the security of this information. Our electronic files are password protected and all files are backed up and stored securely off-site.

We require all employees and contractors to observe obligations of confidentiality in the course of their employment/contract. We require independent contractors to sign a confidentiality statement. All staff documents are kept in a locked cabinet or as password protected electronic files.

We keep health information for a minimum of 7 years from the date of the last entry in the child records (unless the patient was a child in which case the records must be kept until the patient attains or would have attained 25 years of age).

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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 and mail or deliver this to reception and our practice will respond within a reasonable time frame.

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 the Practice Manager or Reception either by mail (to the address below) or by email to reception@biggendenmedicalcentre.com.au

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. The Practice Manager upon receipt of your complaint will respond to you within 30 days.

Letters are to be addressed to:

The Practice Manager

Biggenden Medical Centre

PO Box 22

57 Alice Street

Biggenden Qld 4621

Phone (07) 4127 1404

Alternatively, any concerns can be emailed to the Practice Manager on practicemanager@biggendenmedicalcentre.com.au

You may also contact the Office of the Australian Information Commissioner (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 or call the OAIC on 1300 363 992.

Privacy and our website

We take your privacy seriously when transmitting any type of electronic information. The following message is on all electronic communication.

IMPORTANT NOTICE

This email (and any attachments) is intended only for use by the addressee/s and may contain information which is confidential and/or the subject of legal privilege. If you are not the intended recipient of this communication, any disclosure, distribution or use of the information is prohibited and may be unlawful. Please delete and destroy all copies and contact the sender immediately.

Any views expressed in this communication are those of the individual sender, except unless otherwise specifically stated.

Except as required at law, we do not represent, warrant and/or guarantee that the integrity of this communication has been maintained nor that the communication is free of errors, viruses, interception or interference.

Policy review statement

Our privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. You will be advised by a notice in reception of any changes to this policy.