



WARWICK RD
MEDICAL

PRIVACY POLICY FOR PATIENTS

INTRODUCTION

This privacy policy is to provide information to you, our patient, on how your personal information is collected and used within our practice, and the circumstances in which we may share it with third parties.

DEFINITION OF A MEDICAL RECORD

A 'medical record' is a general term for all of the information collated about a patient for the purpose of treating that patient, including:

- *Handwritten or computerised information*
- *Specialists' letters and other correspondence*
- *Test results*
- *X-rays and scans*
- *Photographs*
- *Digital recordings*
- *Appointment books and patient accounts*

Medical records should include the following information:

- *Patient identification*
- *Information relevant to diagnosis or treatment*
- *Treatment plan*
- *Medication and dosage levels*
- *Information and advice given, consent discussions*
- *Details of any medical or surgical procedure (date, nature, who performed procedure, type of anaesthetic, tissues sent to pathology, results or findings, written consent)*
- *A Health summary that is easily accessible, including significant history, medications, allergies*

Medical records should also comply with any relevant legislation for record keeping.



**WARWICK RD
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PRIVACY POLICY FOR PATIENTS

WHY AND WHEN YOUR CONSENT IS NECESSARY

When you register as a patient of the practice, you provide consent for the 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?

Warwick Road Medical 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.*



WARWICK RD MEDICAL

PRIVACY POLICY FOR PATIENTS. CONT.

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. Warwick Road Medical utilises various electronic services, including:
 - My Health Record,
 - QScript,
 - Medical Objects,
 - Healthlink,
 - Argus,
 - HPOS and PRODA,
 - Helix, by Medical Director,
 - Adobe,
 - GSuite
 - GoFax,
 - eRx

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.

3. 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).



**WARWICK RD
MEDICAL**

PRIVACY POLICY FOR PATIENTS. CONT.

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 (e.g., some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g., 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.



WARWICK RD
MEDICAL

PRIVACY POLICY FOR PATIENTS. CONT.

HOW DO WE STORE AND PROTECT YOUR PERSONAL INFORMATION?

Your personal information may be stored at our practice in various forms. This is predominantly via the practice software, Helix by Medical Director.

Our practice stores all personal information securely via the practice drive account. Robust cyber security measures such as the use of encryption, passwords, password protected correspondence and secure messaging are taken to ensure high levels of privacy are retained. As a largely paperless practice, most identifying documents are shredded after being uploaded to your personal medical record. Any documents held on-site, awaiting your collection are securely stored. All staff and contractors working within the building sign a confidentiality agreement.

Additional, explicit Data Sharing Policies are disclosed in the welcome email and reflected in the New Patient Registration Form.

HOW CAN YOU ACCESS AND CORRECT YOUR PERSONAL INFORMATION?

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 using a request for records form, the practice will respond within 10 business days.

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@warwickroadmedical.com.au



WARWICK RD MEDICAL

PRIVACY POLICY FOR PATIENTS. CONT.

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 direct your concerns in writing to the Practice Manager, Angela Walker c/o admin@warwickroadmedical.com.au

Alternatively as letter can be posted to:

Practice Manager, Angela Walker
Warwick Road Medical
70 Warwick Road, Ipswich Q 4305.

Please allow up to 30 days for the review, consideration and resolution of your complaint.

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 or, call the OAIC on 1300 363 992

PRIVACY AND OUR WEBSITE?

When engaging with the practice via social media, please be mindful of the policies of the platform. We strongly discourage sharing personal and/or medical information online. Please call the rooms to discuss your questions/concerns as soon as practicable. Our website and social media platforms use analytics to provide relevant data to the practice owners.

POLICY REVIEW STATEMENT

This privacy policy is current as at 08AUG23 and will be reviewed regularly to ensure it remains current and reflects the current policies of the practice.

In the event of an update, a revised copy will be uploaded to the website with a revision date noted.