



Privacy Policy

Introduction

Health Information we collect must abide by confidentiality and privacy obligations. The information we collect is used only for the medical and healthcare needs of our patients.

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
- If you identify as Aboriginal or Torres Strait Islander
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

How do we collect your personal information and consent?

Our practice may collect your personal information in several different ways.

When you make your first appointment our practice staff will collect your personal and demographic information as well as your signed consent via our new patient form.

- During the course of providing medical services, we may collect further personal information.
Information can also be collected through electronic transfer of prescriptions via Safe Script, My Health Record, eg via Shared Health Summary, Event Summary.
- We may also collect your personal information when you telephone us.
- 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).

Information use and disclosure.

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



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- 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 or Safe Script, 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.

Data Security

All due care will be taken to ensure the protection of patient privacy during the transfer, storage and use of personal health information. All information is stored securely in electronic format and password protected.

Retention of medical records is for a minimum of 7 years from the date of last entry into the patient record unless the patient is a child in which case the record must be kept until the patient attains the age of 25 years of age.

Access to Patient Information and Correction.

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 30 days as to whether the request can be complied with and the associated cost.

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 White Hills Medical Practice at 496 Napier Street, White Hills, Vic 3550

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 complaint resolution process.

White Hills Medical Practice, 496 Napier Street, White Hills, Vic 3550. pH 54 423761

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. Or the Victorian Health Services Commissioner pH 1800 136 066.

Policy review statement

Our privacy policy is reviewed annually to ensure it is in accordance with State legislation. Patients will be notified of any change to our policy via waiting room signage and updating patient information brochure

Disclaimer

The *Privacy policy template for general practices* is intended for use as a guide of a general nature only and may or may not be relevant to particular practices or circumstances.

The Royal Australian College of General Practitioners (RACGP) has used its best endeavours to ensure the template is adapted for general practice to address current and anticipated future privacy requirements. Persons adopting or implementing its procedures or recommendations should exercise their own independent skill or judgement, or seek appropriate professional advice. While the template is directed to general practice, it does not ensure compliance with any privacy laws, and cannot of itself guarantee discharge of the duty of care owed to patients. Accordingly, the RACGP disclaims all liability (including negligence) to any users of the information contained in this template for any loss or damage (consequential or otherwise), cost or expense incurred or arising by reason of reliance on the template in any manner.

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