



## ROSALIE MILTON CLINIC

### PRIVACY POLICY AND COLLECTION STATEMENT

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.

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.

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).

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.

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.

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, the doctor or the practice staff may collect further personal information. Information can also be collected through Electronic Transfer of Prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.

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.
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).

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, 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.

Your personal information may be stored at our practice in various forms.

- Electronic records
- Radiology records

- Photos
- Paper records

Our practice stores all personal information securely.

- Our records are stored electronically, with security systems in place on the server
- Each staff member has their own computer access name and password
- All staff members sign a confidentiality agreement

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, we have a Release of Medical Records form to be completed and sign. Our Doctors and or Practice will respond with in 30days. If records are being requested from an insurance company, workers Compensation Company or a law firm a fee will occur, this fee is charged at the AMA rate.

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 Reception or the practice manager.

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. All complaints should be made to the practice manager in writing and will be responded to with- in 30 days.

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](http://www.oaic.gov.au) or call the OAIC on 1300 363 992

Our practice uses facsimile and email, patients have to option to use this service. Consent is given when a new patient is completing the New Patient Forms and existing patients are asked before the consent box is ticked on their file. Each facsimile and email have a disclaimer on the bottom before it is sent.

This is a confidential medical document for the addressee only. This may also be privileged. Neither the confidentiality nor any privilege attached to this facsimile / email is waived, lost or destroyed by reason that it has been mistakenly transmitted to a person or entity other than the addressee. If you are not the addressee, please notify us immediately by telephone or facsimile at the numbers provided above and return the facsimile / email to us by post at our expense.

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Current as of: 24/04/2024

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