

Channon Street Medical Centre

Patient Privacy Policy

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 that 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:

- 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 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 will 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 new patient registration form.
2. During the course of providing medical services, we may collect further personal information. Our Practice participates in the Australian Digital Health Agency Record system "My Health Record" and electronic transfer of prescriptions (eTP).

Only authorised staff will have access to your personal information through My Health Record e.g., via Shared Health Summary or Event Summary; and electronic transfer of prescriptions (eTP). Information accessed will be treated with the same confidentiality and sensitivity as all other personal information accessed.

3. We may also collect your personal information when you telephone us or attend the Practice in person.
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 Department of Veteran's 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, through Electronic Transfer of Prescriptions (eTP), My Health Record system (e.g., via Shared Health Summary, Event Summary).

Only people that need to access your personal 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?

All of your health and personal information is securely stored at our Practice as an electronic record in a protected computer environment. It is the policy of Channon Street Medical Centre to maintain security of patient personal information at all times and to ensure that this information is only available to authorised members of staff by use of personal password access. Electronic transfer of personal health information is done via secure encryption protocols. Confidentiality agreements are signed by all staff and on site contractors.

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 pride ourselves on good communication with our patients so you are able to initially enquire with your Doctor regarding access to your personal information. Your Doctor will then decide if you are required to put this request in writing and our practice will respond within a reasonable time. Information requested in writing will be made available within 30 days of lodging a request. Nominal administrative charges may apply.

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 your personal information held by our practice is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests in writing addressed to your Doctor or the Practice Manager at Channon Street Medical Centre, Shop 1-2, 12 Reef Street, Gympie Qld 4570.

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 by speaking to your Doctor, telephoning the Practice or in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please address any concerns to The Practice Manager, Channon Street Medical Centre, Shop 1-2, 12 Reef Street, Gympie Qld 4570; or telephone (07) 5482 1555.

Contact details for the Office of the Australian Information Commissioner (OAIC):
Office of the Information Commissioner (Queensland), PO Box 10143, Adelaide Street, Brisbane Qld
Office location Level 7, 133 Mary Street, Brisbane Qld 4000
Telephone 1800 642 753 or (07) 3234 7373 email: enquiries@oic.qld.gov.au;

Or you may wish to contact The Office of the Health Ombudsman, PO Box 13281 George Street, Brisbane Qld
Telephone 133 646; or visit www.oho.qld.gov.au

Policy review statement

Channon Street Medical Centre will review the terms and conditions of this policy on a regular basis to ensure it is in accordance with any changes that may occur. We will notify our patients via our information notice board.