



Privacy Policy – Cotton Tree Plaza Medical Centre

Current as of: 6th February 2019

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
- occupation/employer
- next of kin and emergency contacts
- ethnicity
- medicare details (where available) for identification and claiming purposes
- concession card details
- health fund details
- healthcare identifiers

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.

For example:

- a service may require follow up. If the person does not provide details to allow this, the ongoing care may be compromised
- the care to be provided involves a multi-disciplinary team, making it difficult to provide ongoing care without a clear



identification of the patient

- a patient's medical status may be compromised if a clinician cannot obtain clinical information critical to providing safe and appropriate care

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 may be via Electronic Transfer of Prescriptions (eTP), My Health Record/SharedHealth Summary/Event Summary and EReferrals.
3. We may also collect your personal information when you visit our website, send us an email, telephone us or make an appointment online.
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).

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 or Prescriptions (eTP), My Health Record/Shared Health Summary/Event Summary and EReferrals.

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. Practitioners issuing referrals will only provide relevant patient information and history that relates to that particular referral.

Informed patient consent is obtained via our New Patient Registration Form when first registering with this practice.

This practice also obtains patient consent when transferring patient information to and/or requesting patient records from another organisation.

For medico-legal reasons, our practice retains the original record and provides the new medical practitioner with a summary or a copy. If a summary of the patient's health record is provided to the new medical practitioner, a copy of the summary should be kept on file for record purposes. A patient can also have a copy of his/her medical records transferred by asking the new medical practitioner to arrange for the transfer of records from the previous treating medical practitioner. The patient will still have to attend our practice to fill in appropriate forms.



Some medical practitioners may charge a fee for handling and copying their records to cover the administrative costs involved. The previous medical practitioner may charge a fee for providing a summary, especially if a patient's medical history is long and/or complex.

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 or following the unsubscribe link if applicable.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. Our practice stores all patient information electronically within our computer system. Any patient information received via hard copy is scanned into your personal health information and then destroyed in a secure manner.

Our practice stores all personal health information securely within our computer system. Doctor's and staff must access the computer system with their own personal login and password. All electronically stored files are password protected on several levels. Screen savers are set on all computers. Our practice requires its employees to observe obligations of confidentiality in the course of their employment with all staff/contractors signing Confidentiality Agreements. Staff are aware of their obligations to confidentiality and are aware of the implications if this not adhered to.

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 by completing a "Request for Health Information" form available from Reception. This request is given to your doctor for approval. Our practice will endeavor to respond to your request within seven (7) working days. Depending on what is involved you may be asked to contribute to the cost of providing the information.

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 - ctm.reception@familydoctor.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. Please send your concerns to the Practice Manager, Corner King Street & Memorial Avenue, Cotton Tree QLD 4558 or alternatively hand in personally at the Practice, please allow three (3) working days for an initial response to your concern.

If you are not satisfied with the response we have provided you may also contact the OAIC. Generally, the OIAC 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.

The Office of the Health Ombudsman may also be contacted -
PO Box 13281
George Street
Brisbane Qld 4000

Phone: 131 646



Privacy and our website

Our practice website may contain links to other sites. Please be aware that our practice is not responsible for the privacy practices of any linked sites. We encourage users who leave our site to read the privacy statements of each and every linked website that they choose to visit. All links to external sites are provided for your convenience. The information, products and advertisements contained in the linked sites are neither approved nor endorsed by our practice, and our practice is not responsible for such information, products or advertisements. Your privacy is important to us and we want you to feel comfortable visiting our website.

When you choose to contact us via our website or email please be aware that the digital information we receive may be collected and used for the following reason.

- to contact you as per the details you have provided
- to update your personal health information at your request
- to follow up on any feedback or complaints that you have submitted via our website/email
- to respond to a general enquiry that you have submitted via our website/email

Please be aware that as with any website, the personal details you submit may be used in website analytics, cookies etc.

Policy review statement

Our practice has the right to change the Privacy Policy at any time. The privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. A copy of this policy is available on our website or on request from Reception. If there are updates to our Privacy Policy, we will address the changes promptly and update the revision date of this document which will be available on our website or from Reception.