



Privacy notice for patients

Collection of Information

Lime Medical Clinic will need to collect personal information as a provision of clinical services to a patient at the Practice. Collected personal information will include patients:

- Name, addresses and contact details
- Medicare Number (where available) for identification and claiming purposes)
- Healthcare Identifiers
- Medical Information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors

A patient's personal information may be held at our Practice in various forms:

- As paper records
- As electronic records
- As visual- X-rays, CT Scans, photos

The Practice's procedure for collection personal information is set out below-

1/. Practice Staff collect patient's personal and demographic information via registration when patients present to the Practice for the first time. Patients are encouraged to pay attention to the collection statement attached to the Registration form about the management of collected information and patient privacy.

2/. During the course of providing medical services, the Practice's healthcare practitioners will consequently collect further personal information.

3/. Personal information may also be collected from the patient's guardian or responsible person (where practicable and necessary), or from any other involved healthcare specialists.

The Practice holds all personal information securely, whether in electronic format, in protected information systems or in hard copy format in a secured environment.

Use and disclosure of information

Personal information will only be used for the purpose of providing medical services and for claims and payments, unless otherwise consented to. Some disclosure may occur to third parties engaged by or for the Practice for Business purposes, such as Accreditation of for the provision of Information Technology. These third parties a required to comply with this policy. The Practice will inform the patient where there is a statutory requirement to disclose certain personal information (for example, some diseases require mandatory notification)

The Practice will not disclose personal information to any third party other than in the course of providing medical services, without full disclosure to the patient or the recipient,



Privacy notice for patients

the reason for the information transfer and full consent from the patient. The Practice will not disclose personal information to anyone outside Australia without need and without patient consent.

Exceptions to disclose without patient consent are where the information is:

- Required by law
- Necessary to lessen or prevent a serious threat to a patient's life, health and safety or public health and 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 a confidential dispute resolution process
- For communicating relevant information with other treating doctors, specialists or allied health professionals

Access, corrections and privacy concerns

The Practice acknowledges patients may request access to their medical records. Patients are encouraged to make this request in writing, and the Practice will respond within a reasonable time. The Practice will take reasonable steps to correct personal information where it is satisfied they are not accurate or up to date. From time to time, the Practice will ask patients to verify the personal information held by the Practice is correct and up to date. Patients may also request the Practice corrects or updates their information, and patients should make such requests in writing.

The Practice takes complaints and concerns about the privacy of patient's personal information seriously. Patients should express any privacy concerns in writing. The Practice will then attempt to resolve it in accordance with its complaint resolution process.

If you have any concerns or wish to restrict access to your personal health information please discuss these with your doctor or receptionist. This practice adheres to principles of the RACGP Privacy Handbook for the Management of Health Information in Private Medical Practice and can provide copies of this Privacy Policy upon request.