



Hill Street Family Doctors Privacy policy

Current as of: 11 November 2021

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 (e.g. 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
- Medicare number (where available) for identification and 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. *Reference is APP 2 of the Privacy Act.*

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 via electronic transfer of prescriptions (eTP), My Health Record via Shared Health Summary or Event Summary.

We may also collect your personal information when you visit our website, telephone us, make an online appointment or communicate with us via HotDocs. Some patients may also hand deliver letters to us!

3. 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 eTP, My Health Record (eg via Shared Health Summary, Event Summary) with verbal consent of the patient

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.

How do we store and protect your personal information?

Your personal information is stored via secure electronic records. We do not store any paper copy of your personal information. Any relevant paper records are scanned into your electronic record and then securely destroyed. X-rays, MRI and other imaging and radiology records received are stored electronically in your electronic record.

Our practice stores and protects all personal information securely in protected electronic format in a secure environment within a secure cabinet, with the use of passwords and is only accessible by the owner/practice manager with security measures in place to support your privacy.

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 make a face-to-face or telehealth appointment with your general practitioner to discuss this request. This request will be noted in your patient health record. Alternatively, a request in writing is appropriate and our practice will respond within a reasonable time of up to 30 days. Fees associated with providing this information may be applicable and are assessed on a case by case basis.

Please note that the practice cannot charge you for making the request - only the costs of complying with the request.

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 via our Update Details Form or verbally if the patient consents

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 to the practice address 67 Hill Street, Roseville NSW 2069. Attention Practice Manager. Telephone 02 9416 5092. We will then attempt to resolve it in accordance with our resolution procedure. You will be contacted within a reasonable timeframe to understand and report your complaint. Any actions will be mutually agreed between the practice manager and the patient. We are keen to resolve the complaint with the minimum of stress. A solution process will be agreed upon between the practice manager and the patient which may be over the phone, or an arrangement to meet face to face, if appropriate.

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. Alternatively, The NSW Health Care Complaints Commission (HCCC) phone number is 1800 043 159 or email hccc@hccc.nsw.gov.au

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur and notification may be on our website or a review copy saved electronically.

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 endeavors 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.