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.

How do we collect your personal information?

- Our practice may collect your personal information in several different ways.
- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information.
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
- 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).

What information is included in a Medical Referral letter ?

- Our practice software (Best Practice) allows us to send only relevant medical information when sending referrals. So that when you send a referral for a patient to a podiatrist, the podiatrist is not getting all of the patients medical information for other problems/issues they have had in the past.

MURRAY STREET MEDICAL

Personal Information, Privacy & Your Doctor

Your Privacy is our Business

THE ROYAL AUSTRALIAN COLLEGE OF GENERAL PRACTITIONERS

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 (e.g. 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 (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g. 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.
- Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.
- We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included

How do we store and protect your personal information?

- The patient data we capture is stored in soft form within our medical practice software "Best Practice" and access to this information is restricted to authorised practice staff only. Our practice stores all personal information securely. Access to our medical software is password protected and all staff member's having access to this information is bound and governed by a confidentiality agreement

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 and send your request to records@murraystreetmedical.com.au and our practice will respond within 5 business working days.
- There will be no cost for a summary of your Health records. However if you require a full copy of all your medical records this will cost you $40 plus postage.
- 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 records@murraystreetmedical.com.au
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Recording of consultations

- We do not record any form of consultations and as such informed consent is not usually obtained for real time audio/ visual recording. However, in the event we happen to record a particular consult , the patient will be informed of such intention and prior consent will be obtained.
- Telephone consults (Audio) are available for patients who have visited the practice within the past 12 months. Video telehealth consults are not available at this stage until further notice. It's our practice policy not to record any telehealth consult due to security and privacy reasons. Please speak to our reception staff if you wish to make an appointment

How can you lodge a privacy-related complaint, and how will it 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.
- If you're unhappy or have a complaint regarding any aspect of your privacy, please discuss this matter with your doctor or with practice staff. Alternatively you can call and speak with the Business Manager or email the practice at records@springwoodfm.com.au
- 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.

Policy review statement

- This policy is reviewed and updated at least once a year . An updated copy of this policy can be obtained directly from our website (under forms) or a by speaking to one of our friendly reception staff.

Last review date: 06/05/2025