

Privacy Policy

Our Practices are compliant with all the requirements of the Privacy Act 1988 (Cth). Our Practices will maintain appropriate privacy practices in accordance with the ten National Privacy Principles, as introduced in the Privacy amendment (Private sector) Act, 2000, and our position on each of the principles is outlined below.

1. Collection

Our Practices will only collect information that is relevant to a patient's care. Our Practices will collect necessary information by lawful and fair means and directly from the patient wherever possible. Our Practices will take reasonable steps to inform the individual if information is collected from someone else.

Personal health information held by the Practices may include your name, date of birth, address, telephone number, occupation, religion, past and current health information, General Practitioner and referring Dr details. This information is stored in the Practices' patient health records. The Practices will take all reasonable steps to ensure that patient medical records:

- are accurate and up to date
- have enough information to allow all Practice doctors and nurses to care for patients
- do not contain offensive or irrelevant comments about patients
- can be used to remind patients, with their permission, to return for follow ups, check ups and reviews.

If you choose not to provide personal information, this may impact on the level of care and service which our Practice can provide to you. Patients are encouraged to ask their Dr or practice staff if they are uncertain about why the information is being collected.

2. Use and disclosure

Our Practices will use and disclose information only for its primary purpose of health care unless the patient has consented otherwise. The Practice will take all reasonable steps to maintain the privacy of all information except as is otherwise required by law. If the data is to be used for secondary or unrelated purposes such as data analysis or research, the Practice will obtain the informed consent of the patient.

Our Practices may be required to provide some information to medical practitioners' insurance companies for insurance purposes. No identifying information will be released with these reports.

Our Practices will not disclose your personal health information to a third party unless:

- you have consented to the disclosure
- this disclosure is necessary because you are at risk of harm without treatment and you are unable to give consent
- we need to meet obligations of notification to our insurers or medical defence organisations

Our Practices will not disclose any information about your visits to our Practice to partners, parents or anyone else without your written consent.

In accordance with Medicare privacy policies, our Practices requires young people aged 14 and over to give consent before their parents can access their health information.

3. Data quality

Our Practices will take all reasonable steps to make sure that information we collect or disclose is accurate, complete and as up to date as possible. Patients are encouraged to inform the practice of any changes to their personal health information, especially changes to their name, address and /or contact details.

4. Data security

The Practice will protect the personal information it holds from misuse, loss, unauthorised access, modification or disclosure. When information is no longer needed it will be destroyed. All personal information held by our Practices will be:

- received and stored in a secure location
- accessible by Drs, nurses, allied health professionals and practice staff on a need to know basis only
- protected from viewing by unauthorised persons
- not taken from YFP premises unless authorised and for a specific purpose

5. Openness

Our Practices, by way of this document, sets out its policy in respect of privacy. On request an individual will be advised what sort of personal information the Practice holds, for what purposes, and how we collect, hold and disclose the information. This information will be made available to anyone requesting it.

6. Access and correction

Our Practices will generally grant access to, and correction of, individuals' information. Under normal circumstances, the Practice will provide a patient with access to their personal information within 30 days of receiving a request in writing. Patients will be advised on submission of this request if any fees apply for the search, retrieval and photocopying of information.

Information will not be disclosed to a third party without the patient's permission except where required by law.

If you believe that information held by the Practice is incorrect or inaccurate, we will take all reasonable steps to amend or correct the information. The accuracy of our records depends to a large extent on the information provided to our Practice, so it is important to keep the Practice updated with any changes to your personal information.

We may refuse access if we reasonably believe that:

- a person's health, safety and wellbeing may be compromised by releasing the information
- providing access would be unlawful or would prejudice a legal investigation
- the request is frivolous and/or vexatious
- the information relates to an existing or anticipated legal claim between our Practice and the patient, and the information would not be accessible through the legal discovery process.

To request access to or correction of your personal information held by our Practices, please contact the Practice Manager. Contact details are listed at the bottom of this document.

7. Identifiers

Our Practices will adopt its own identifier system in respect of individuals. The Practices will not use or disclose the identifier unless necessary for patient care.

8. Anonymity

Our Practices will, where lawful and practicable, give individuals the option of not identifying themselves when dealing with the Practice. Patients will be advised on any potential consequences resulting from anonymity (such as: lack of contact name / address may jeopardise care in an emergency situation).

9. Transborder data flow

The Commonwealth Privacy Act limits the flow of information outside Australia. Our Practices will not transfer personal information to another country unless the patient consents to the transfer.

10. Sensitive information

Sensitive information may include health information about a person or information about a person's racial or ethnic origins and sexual orientation and practices. The Practices will only collect sensitive information that is required for the primary purpose of patient care. If sensitive information is required for secondary or unrelated purposes such as data analysis or research, our Practices will always obtain the informed consent of the patient.

Enquiries or complaints regarding this policy or the handling of personal information should be directed to the Practice Manager of Yeppoon Family Practice. This Privacy Policy is relevant to the health services provided by Drs and staff at Yeppoon Family Practice, The Family Practice (Zilzie) and The Family Practice (Emu Park).

Contact details:

Practice Manager
Yeppoon Family Practice
Postal address: PO Box 376, Yeppoon, Qld 4703
Street address: 48 Normanby Street, Yeppoon QLD 4703
Email: practicemanager@yfp.com.au
Tel: 07 4939 3501

For information on the Privacy Act 1988 (Cth) and on the Office of the Australian Information Commissioner (OAIC), please go to <http://www.privacy.gov.au/aboutus>