

Privacy Policy

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Introduction

This Privacy Policy is to provide information to staff, contractors and our patients, on how personal information (which includes health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

Why and when is consent necessary?

When an individual registers as a patient of our practice, they provide consent for our GPs and practice staff to access and use their personal information so they can provide the patient with the best possible healthcare. Only staff who need to see a patient's personal information will have access to it. If we need to use patient information for anything else, we will seek additional consent from the patient 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
- 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.

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 information may be collected through electronic transfer of prescriptions (eTP), My Health Record, (eg via Shared Health Summary, Event Summary).
3. We may also collect your personal information when you communicate with us via our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
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 Australian Private Principles (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).

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. This includes

- disclosing any information about your visits to our Practices to partners, parents or anyone else without your written consent.
- young people aged 14 and over need to provide consent before their parents can access their health information.

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 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 the practice premises unless authorised and for a specific purpose.

Your personal information may be stored in various formats.

The majority of our patient information is stored in an electronic health records in our clinical software. The

practice information is stored on secure servers and has multiple layers security measures to prevent unauthorised access to this information.

The practice may store personal information in other formats, such as paper records, visual records (X-rays, CT scans, videos and photos), and audio recordings. All personal information in hard copy format is stored in a secured environment.

Confidentiality agreements are in place for all staff and contractors to prohibit unauthorized access to personal information.

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 via the *Request for Personal Information* form and our practice will respond within a reasonable time (generally 30 days).

A fee may apply when requesting of personal information. This fee is to offset the costs involved in:

- staff searching for, locating and retrieving the requested information, and deciding which health information is relevant to the request
- staff reproducing and sending the health information
- the postage or materials involved in giving access
- using an intermediary, if necessary

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. Requests should be submitted to the Practice Manager via post (48 Normanby Street, Yeppoon QLD 4703) or via email doctors@yfp.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. Complaints and concerns can be submitted to the Practice Manager via post (48 Normanby Street, Yeppoon QLD 4703) or via email doctors@yfp.com.au . The practice will generally response to your complaint or concern within 30 days.

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 you can contact the Office of the Health Ombudsman (OHO). Visit <https://www.oho.qld.gov.au/> or call the OHO on 13 3646

Privacy and our website

Our practices do not currently collect personal information via our website or interact with our patients digitally (eg through social media).

Policy review statement

This Privacy Policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Updates will be available to patients via our website and in practice.