

Glenelg Health Care – Privacy Policy

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 (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

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.

Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.

We may also collect your personal information when you send us an email, 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
- 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).
[You will need to specify if your practice participates in any of these eHealth services. Are there any other usual disclosures specific to your practice which you should include here?]

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?

Your personal information may be stored at our practice in various forms, including electronic records, visual records and paper records.

Our practice stores all personal information securely.

All staff and contractors working with our computers in our practice sign a confidentiality agreement.

Electronic Records are stored securely in our practice software which is password protected. Computer access is also password protected.

Hardcopy records (reports, referrals, letters etc) are stored securely in reception area (locked cupboard if reception area is unattended) while waiting to be viewed by the GP and scanned into the patient record

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 a handwritten request and our practice will respond within a reasonable time (within 30 days). Fees may be applicable depending on the size and time involved in sorting the records required. (Up to \$100.00)

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 Practice Manager.

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. We will supply a complaints form if requested. For complaints please

send to reception@glenelghealthcare.com.au or post to Glenelg Health Care 724 Anzac Highway, Glenelg, SA, 5045 or phone us at 08 7081 4777. Complaints are discussed at management meetings. We aim to work with management and the complainant to have a resolution within 30 days. Attention to Practice Manager (Jancine Lee).

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. [You could also provide details to contact your relevant state or territory health authorities/ombudsman, if they also have jurisdiction.]

Privacy and our website

Our privacy policy is posted on our website and is available to download. We do not collect patient information via our website. When given patient consent to do so we send information via email. Patients are informed that their privacy and confidentiality may be compromised if this form of communication is used. (Refer to Communication Policy)

Policy review statement

This privacy policy will be reviewed annually to ensure it is in accordance with any changes that may occur. Our privacy policy when updated will be posted on our website