



Unit 5/1 Ismail Street, WANGARA, WA 6065

Tel: 6146 6262

Email : reception@hopemedicalclinic.com.au

Hope Family and Skin Cancer Medical Clinic Privacy Policy

Current as of 25/10/2022

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. Our medical practitioners and authorised practice staff collect, use and disclose personal health information in accordance with the National Privacy Act 1988 and the associated Australian Privacy Principles.

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.

How do we confirm your identity?

When you make phone contact with us, our practice reception team will use three approved patient identifiers to confirm your identity. Our practice staff may also ask you for your driver's license to confirm your identity.

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.



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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 via My Health Record eg via Shared Health Summary.
3. We may also collect your personal information when you send us an email or telephone us.
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 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)



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- 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.

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 share your health information

Whilst the Privacy Act does not prescribe how healthcare organisations should communicate health information, reasonable steps are taken to protect your information transmitted to specialist and allied health workers. This depends on the nature of the information and the potential for harm caused by unauthorised access. Therefore, our doctors use a secure electronic system. Our staff will not be able to use email to transfer patient information. Unless it is password protected or encrypted.

How do we store and protect your personal information?

Our practice is considered paperless and has systems in place to protect the privacy, security, quality and integrity of the personal health information held electronically. Appropriate staff members are trained in computer security policies and procedures. Our practice stores all personal information securely using a remote server which meets the RACGP Computer Security Standards requirements. All staff are required to complete confidentiality agreements upon commencement with alpha Omega Family Practice. Any information given to unauthorised personnel will result in disciplinary action and possible dismissal.

Ownership of medical records

In general, the medical practitioner who creates a health record owns that record. However, under the National Privacy Act, a patient or guardian may have rights to access the record. It is important to note that ownership and access rights are separate. There are also circumstances where a medical practitioner can refuse access to medical records under National Privacy Principle 6. When providing access to medical records, the Federal Privacy Commissioner considers that 'access should be given in the form requested by the individual, such as a copy or an accurate

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 our practice will respond within 30 days. A fee may apply for the cost of complying to the request.



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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.

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 within 30 days. Complaints may be mailed to Unit 5 / 1 Ismail Street, WANGARA, WA 6065, hand delivered or emailed to the practice manager - Theresa at reception@hopemedicalclinic.com.au (please ensure email is password protected or encrypted if you share sensitive information).

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 can also contact the ombudsman of WA at 1800 117 000

Policy review statement

This policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. The amended policy will be available at the reception desk.

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 endeavours 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.