

The Rowley Road Clinic
Privacy Policy
December 2024

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. 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).

The information we will collect about you includes: Name/s, date of birth, addresses, contact details including email, 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.

Our practice will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your either phone, online form or in person. 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 uploads/access to Shared Health Summary and Event Summaries.
3. 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.
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 professional healthcare providers involved in your care such as specialists, allied health professionals, hospitals, community health services, pathology collection providers, diagnostic imaging services, your health fund, Medicare, or the Department of Veteran's Affairs.

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), 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, 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.

Only people that 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.

All patient records are electronic in nature and all paper correspondence brought into our practice is scanned into the patient record. Once incoming correspondence is scanned it is placed within our secure storage area for disposal either by document shredder or padlocked confidential waste bin.

Our practice stores all personal information securely. We keep health information for a minimum of 7 years from the date of last entry in the patient record (unless the patient was a child in which case the record must be kept until the patient attains or would have attained 25 years of age). This is because we are required to maintain such records under some laws.

Because of the sensitive nature of the information collected by us to provide our services, extra precautions are taken to ensure the security of that information. Our electronic files are password protected on several levels. We have firewalls installed on our main server and our anti-virus protection is current and up to date. Network security is provided by an enterprise grade Sophos UTM (Unified Threat Management).

We require all our employees and contractors to observe obligations of confidentiality in the course of their employment/contract. We require independent contractors to sign a confidentiality undertaking.

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 or by email to our Practice Manager and our practice will aim to respond within 30 days to you. 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 your personal information held by our practice is correct and up-to-date.

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 aim to respond to your complaint and/or concern within 14 days to discuss your concerns and endeavour to resolve the matter to your satisfaction.

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 336 002.

To improve your experience on our website, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of our website.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy.