

# NORTH ADELAIDE FAMILY PRACTICE

## Privacy Policy

Current as of: 1<sup>st</sup> May 2019

### **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:

- names, date of birth, addresses, contact details, emergency contact
- 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 will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. 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 Veteran's Affairs (as necessary).

## **Who do we share your personal information with?**

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 Privacy Principles and this policy
- with other healthcare providers involved in your health care including other treating doctors. This may occur through referral to other doctors or medical tests. Our practice utilises digital medical document automation technologies to ensure only relevant and accurate medical information is included in referral letters
- 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 encrypted Electronic Transfer of referrals, Prescriptions, MyHealth Record (eg via Shared Health Summary, Event Summary)

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. If you do consent, you may opt-out of direct marketing at any time by notifying our practice in writing.

## **How do we store and protect your personal information?**

**Your personal information may be stored at our practice in various forms.**

- All medical records are electronic
- All reports eg. results and x-rays are downloaded into your medical records electronically

**Our practice stores all personal information securely.**

All doctors and staff are bound by the ethical and legal rules of confidentiality. There can be no deviation from these rules as legislation safeguards these rights and considerable penalties apply. In summary:

- All aspects of patient's medical records are confidential i.e. name, address, telephone numbers, medical notes, investigations, reports.
- It is the policy of this Practice that all medical staff sign a Confidentiality Agreement. All medical staff are expected to comply with the Code of Ethics and/or Code of Conduct as determined by the relevant professional body.

## **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. The request will then be brought to the attention of your regular doctor. Our practice will respond within 30 working days. This request may attract an administrative charge.

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. You may also request that we correct or update your information, and you should make such requests in writing to either your regular doctor or the 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.

These can be addressed to your regular doctor or the practice manager and sent to either via email, [maria@gpnafp.com.au](mailto:maria@gpnafp.com.au) or mailed to The North Adelaide Family Practice, 118 Barnard Street, North Adelaide SA 5006. Please allow 30 business days for the handling process.

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](http://www.oaic.gov.au)** (**Australian Government Office of the Australian Information Commissioner**) or call the OAIC on 1300 336 002.