

NORTH ADELAIDE FAMILY PRACTICE



PRIVACY POLICY

1 INTRODUCTION

This privacy policy is to provide you information 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 this information with third parties.

2 WHY & WHEN IS YOUR CONSENT NECESSARY?

When you register as a patient of our practice, you provide consent for our GP's and practice staff to access and use your personal information to 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 practice collect your personal information to provide healthcare services to you. The main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it to process financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

3 WHAT PERSONAL INFORMATION IS COLLECTED?

The information we collect about you includes:

- Names, date of birth, address, contact details, emergency contacts
- Medical history, medications, allergies, adverse events, immunisations, social history, family history, risk factors
- Medicare number, health fund details, health identifiers

4 HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

We 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 form
2. In some circumstances, personal information may also be collected from other sources. Often this is because it is not practical to collect it from you personally
This may include information from
 - A guardian or responsible person
 - Other healthcare providers such as specialists, allied health, hospitals, community health services, pathology and diagnostic imaging services
 - Your health fund, Medicare or Department of Veteran's Affairs

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WHO WE SHARE YOUR INFORMATION WITH?

We may share your information with

- Third parties who work with our practice , such as accreditation agencies or information technology providers - these third parties are required to comply with Australian Privacy Principle and this policy
- Other healthcare providers including treating doctors. This may occur through referral to other doctors or medical tests. Our practice utilises digital medical document automation technologies to ensure relevant and accurate medical information is included in referrals
- When required by law (e.g.court subpoenas)
- When necessary to lessen or prevent a serious threat to life, health or safety, or it is impractical to obtain a 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 information
- During the course of providing medical services MyHealth record

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 the 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 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.

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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 in the event we are required or authorised by law to only deal with identified individuals.

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HOW CAN YOU ACCESS & CORRECT YOUR PERSONAL INFORMATION?

You have the right to request access to your personal information.

We require you to request this in writing. The request will then be brought to the attention of your regular doctor. Our practice will respond within 30 working days. The 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. 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.

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HOW WE STORE & PROTECT YOUR PERSONAL INFORMATION

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

- Medical records are electronic
- All reports and results 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. All medical staff sign a Confidentiality Agreement and are expected to comply with the relevant Code of Ethics/Conduct.

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HOW CAN YOU LODGE A PRIVACY-RELATED COMPLAINT & 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 them in accordance with our resolution procedure.

These can be addressed to your regular doctor or the practice manager and sent to either via email, practicemanager@gpnafp.com.au or mailed to **North Adelaide Family Practice- 118 Barnard Street, North Adelaide SA 5006** Please allow 30 business days for the handling process.

You may also wish to 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 (Australian Government Office of the Australian Information Commissioner). Alternatively, you can call the OAIC on 1300 336 002.