



greenslopes family practice

# Greenslopes Family Practice – Privacy Policy

Current as of: 1/11/2023 – review date 1/11/2024

## Introduction;

Greenslopes Family Practice is bound by the Privacy Act 1988 and the Australian Privacy Principles (APP). APP5 requires our practice have a document that clearly sets out its policies on handling personal information, including health information.

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 will be asked to 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.

## Why do we collect, use, hold and share your personal information?

Greenslopes Family Practice will collect personal information as a provision of clinical services to a patient of the practice.

Other medical information including medical history, allergies, immunisations, medications, social history, family history and risk factors will also be collected to ensure we are providing our patients with the highest standard of patient care.

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 (phone number/s and email address)
- 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. In some instances, it will be impracticable for a person to be dealt with anonymously or under a pseudonym or we are required or authorized by law to only deal with identified individuals. In line with Australian Privacy Principle 2 (APP2) we will request that you provide identification in these instances.

## 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 form (paper or online)
2. During the course of providing medical services, we may collect further personal information. This information may be collected through means such as electronic transfer of scripts (eTP) or My Health Record (eg shared health or event summary)
3. We may also collect your personal information when you send us an email or SMS, telephone us or make an online appointment
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 either via hard copy or secure electronic transmission using via approved software
- 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)
- The use of document automation technologies is utilised through our software to ensure only relevant information is included in referral letters to third parties
- during the course of providing medical services through 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 written consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your written 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. This may include paper record, electronic record, visual record (Eg xrays, CT scans and photos), fax or audio records.

Our practice stores all personal information securely as part of your patient health record.

For each patient we have an individual patient health record (paper, electronic or a combination of both, 'Hybrid') containing all clinical information held by our practice relating that that patient. The Practice ensure the protection of all information contained therein. Our patient health records can be accessed by an appropriate team member when required. We also ensure information held about a patient in different records (e.g. at a residential aged care facility) is available when required.

## 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 a reasonable time (up to 30 days). A health summary is provided on request without a fee but a reasonable fee may be charged for photocopying for larger files.

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. Staff implement the 3 points of ID check when corresponding with patients either over the phone or in person. The practice team can describe how we correctly identify our patients using the 3 points of identifiers; name, date of birth, address or gender to ascertain we have the correct patient record before entering or actioning anything from that record.

You may also request that we correct or update your information, and you should make such requests in writing to the attention of the Practice Manager,

Greenslopes Family Practice,

7 Plimsoll Street,

Greenslopes Q 4120.

## 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. If you believe a breach of the APPs or a breach of a registered APP code has occurred, you should express any privacy concerns you may have in writing with attention to either your practitioner or the privacy officer. We will attempt to resolve it in accordance with our resolution procedure. Correspondence can be forward to the following address:

Greenslopes Family Practice,

7 Plimsoll Street,

Greenslopes Q 4120

If a satisfactory outcome is not achieved, then a complaint can be lodged with The Office of the Health Ombudsman by calling 133 646 or visiting their website for further information [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

## Privacy and our website

Greenslopes Family Practice will endeavour to ensure our website is as secure as possible, however we cannot guarantee the complete safety and security of our website as the world wide web is not a secure medium. Greenslopes Family Practice is not liable for any interference or damage to a user's computer system, software or data occurring in connection with this website. Visitors to our website are responsible for ensuring they take appropriate measures that their computer is protected against third party interference whilst on the web.

### ***External links to other websites***

Our website may contain links to external websites which Greenslopes Family Practice adds to improve the service we offer and expand upon the information readily available to you (eg appointment booking platforms). Once you click on a link and navigate to another site our privacy policy is no longer in effect. Users are recommended to familiarise themselves with the privacy policies on external websites. Recommendations or views purported on these websites are not necessarily reflective of those of Greenslopes Family Practice.

## Policy review statement

This privacy policy is reviewed annually (or sooner if required) to ensure it is in accordance with any changes that may occur. We inform our patients about our practice's policies regarding the collection and management of their personal health information via:

- hard copy of our privacy policy at reception
- our practice information sheet
- new patient forms
- verbally if appropriate.
- the practice website.