

Greenslopes Family Practice - Privacy Policy

Current as of: 20/3/2025 – review date 15/3/2026

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.

Who can I contact about this policy?

For enquiries concerning this policy, you can contact the Practice Manager on (07) 3397 1875 or by email, practicemanager@gfpgreenslopes.com.au

What is a Medical Record?

Your medical record is a comprehensive collection of your health information which includes your medical history, diagnoses, treatments, immunisations, medications and test results. It also includes correspondence written to and received from external health providers. This information is required so your doctor has a full understanding of your health history and assists in making informed decisions about your treatment. This information is also important for continuity of care if your usual provider is not available.

When and why is your consent necessary?

When you register as a patient of this practice, you provide consent for the GPs and practice staff to access and use your personal information to facilitate the delivery of healthcare. Access to your personal information is restricted to practice team members who require it for your care. If we ever use your personal information for purposes other than healthcare provision, we will obtain additional consent from you.

It is important to us that as our patient, you understand why we collect and use your personal information.

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

The practice collects, uses, stores, and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records, and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits, accreditation purposes, and staff training to maintain high-quality service standards.

Can you deal with us anonymously?

You can 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. In line with Australian Privacy Principle 2 (APP2) we will request that you provide identification in these instances.

What personal information is collected?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details including email address
- medical information including medical history, medicines, allergies, and adverse reactions immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifier numbers
- health fund details.

How is personal information collected?

The practice may collect your personal information in several different ways:

When you make your first appointment, the practice team will collect your personal and demographic information via your registration form and this information will be used to create your medical health record.

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.

In some circumstances, personal information may also be collected from other sources, including:

- 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 (if relevant).
- While providing medical services, further personal information may be collected via:
 - electronic prescribing
 - My Health Record
 - online appointments.

Various types of images may be collected and used, including:

- **CCTV footage:** Collected from our premises for security and safety purpose
- **Photos and medical images:** With your consent these may be taken using personal devices for medical purposes, following the guidelines outlined in our guide on using personal devices for medical images.

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties 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 (e.g. In referral letters)
- 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 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 it is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- When it is provision of medical services, through electronic prescribing, My Health Record (e.g. via Shared Health Summary, Event Summary).

Only people who need to access your personal information will be able to do so. Other than providing medical services or as otherwise described in this policy, the practice will not share personal information with any third party without your consent.

We do not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Will your information be used for marketing purposes?

The practice will not use your personal information for marketing any goods or services directly to you without your expressed consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

How is your information used to improve services?

The practice may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the practice team

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 reception staff know if you do not want your information included.

How are document automation technologies used?

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare.

The practice uses document automation technologies to create documents such as referrals, which are sent to other healthcare providers. These documents contain only your relevant medical information.

These document automation technologies are used through secure medical software Best Practice.

All users of the medical software have their own unique user credentials and password and can only access information that is relevant to their role in the practice team.

The practice complies with the Australian privacy legislation and APPs to protect your information.

All data, both electronic and paper are stored and managed in accordance with the Royal Australian College of General Practitioners [Privacy and managing health information guidance](#).

How are Artificial Intelligence (AI) Scribes used?

Some practitioners may use an AI scribe tool to support GPs take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record. The practice AI scribe service is Lyrebird.

Lyrebird

- Does not share information outside of Australia
- destroys the audio file once the transcription is complete.
- Removes sensitive, personal identifying information as part of the transcription

The practice will only use data from our digital scribe service to provide healthcare to you.

How is your personal information stored and protected?

Your personal information may be stored in various forms.

The practice stores all personal information securely. 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 the practice?

You have the right to request access to, and correction of, your personal information.

The practice acknowledges patients may request access to their medical records. It is a policy of the practice that an appointment is made to see your regular doctor to access a copy or any part of your medical record. If this is not possible we will ask you to put your request in writing including –

- your name and address
- the health information you want
- how you'd like to access the health information (such as, by email, paper copies or if you just want to look at the information)
- if you authorise a person or organisation to access the health information on your behalf.

The practice will respond to any requests to access or correct your personal information within 30 business days. An administrative fee may apply and this cost will be advised prior to release of your medical information.

The practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. Sometimes, we will ask you to verify your personal information held by the practice is correct and current. You may request we correct or update your information. To do this please contact via practicemanager@gfpgreenslopes.com.au.

How can you lodge a privacy-related complaint, and how will the complaint be handled at the practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have. We will then attempt to resolve it in accordance with the resolution procedure. You can email your concerns to practicemanager@gfpgreenslopes.com.au or by mail to

7 Plimsoll Street, Greenslopes Qld 4120.

If you do not feel we have resolved your issue You may also contact the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner will require you to give them time to respond before they investigate. For further information visit www.oaic.gov.au or call the OAIC (Office of the Australian Information Commissioner) on 1300 363 992.

How is privacy on the website maintained?



At Greenslopes Family Practice any personal information you share with us through website, email, and social media, is handled securely and confidentially. This practice uses analytics and cookies. Any personal information sent via email will only be sent with the use of encryption. While we endeavour to ensure our website is as secure as possible, 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.