

Our practice will take steps to correct your personal information by asking you to verify that your personal information held by our practice is correct and current. You may also request that we correct your information, in writing to the Practice Manager PO BOX 2555 Littlehampton 5250. We will not hold responsibility for the privacy of your health record once it leaves our clinic.

How do we store and protect your personal information?

Your personal information is stored at our practice in an electronic format. Your personal information is protected by only allowing access by authorized staff with password protection with the use of password.

All staff are bound by our clinics confidentiality policy and agreements

Our practice stores all personal information securely on a fully protected secure cloud based system

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. Complaints may be made in writing to the Practice Manager or by email to manager@littlehamptonmc.com

From the Office of the Australian Information Commissioner

You have the right to make a complaint if you believe a provider has not handled your health information properly. You should talk to your provider first, and give them an adequate opportunity to deal with the complaint (usually 30 days). A provider cannot charge you for making a complaint, and their privacy policy must explain how you can complain to them. If you are not satisfied with their response, you can complain to us.

GPO Box 5218 Sydney NSW 2001 | P 1300 363 992 | E enquiries@oaic.gov.au

Or visit the OAIC website www.oaic.gov.au

You may also contact the Health and Community Services Complaints Commissioner on 8226 8666 or visit <http://www.hcsc.sa.gov.au>

To Contact Us Phone: 08 83982600

Email: manager@littlehamptonmc.com (please do not forward clinical information by email)

Policy review statement

Our Privacy policy is reviewed yearly or as legislative changes occur.

YOUR PRIVACY



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.

Our practice will need to collect, use, hold and share your personal information to manage your health. We also use it for directly related business activities/processes (eg staff training), financial claims and payments, practice audits, accreditation.

Australian privacy law governs how your health information is managed. Please read this fact sheet to understand the responsibilities in place to protect your health information.

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.

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- 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 may collect your personal information in several different ways.

1. When you make your first appointment either online or by phone with our practice staff, your personal and demographic information will be collected via your registration.
2. During the course of providing medical services, we may collect further personal information. Further information can also be collected through electronic transfer of prescriptions (eTP), My Health Record (eg via Shared Health Summary, Event Summary) and Australian Immunisation Register (AIR)
3. We may also review and check your personal information when you telephone us or attend for an 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).
5. Your doctor will collect medical information in private. Consent is assumed as you are giving information directly to them. Your consent may not be sought in the event of an emergency eg if you were unconscious, consent will be sought from your family or doctor without your consent

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
- 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 eTP, My Health Record (eg via Shared Health Summary, Event Summary), AIR, script check.

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 consent.

The Practice has recall systems in place for chronic disease management, PAP smear health reminders etc. Notify your Doctor if you do not wish to receive these.

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.

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.

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How can you access and correct your personal information?

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 this request in writing and our practice will respond within 30 days. Your GP may then allocate time to go through your information with you. This is recommended to ensure you have a clear understanding of the information you require.

The fee for the transfer of medical records to another clinic is \$25.00.

