

Amity Family Practice Privacy Policy

Current as of: 24/09/2018

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. The Australian Privacy Principles apply to the way in which our practice collects, handles and stores your personal 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. This applies to all registering patients. 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 care. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (example: staff training).

What personal information do we collect?

The information we will collect about you includes:

- Names, date of birth, addresses, contact details (such as phone numbers)
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history, work history, and risk factors, X-rays, Scans, pathology results, audio recordings.
- 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 authorized 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 our practice staff will collect your personal and demographic information via your practice registration form.
2. During the course of providing medical services, we may collect further personal information. This may be via the following: electronic transfer of prescriptions eTP, My Health Records MHR, Shared Health Summaries, Event Summaries, hospital Discharge Summaries. Amity Family Practice participates in eHealth services.
3. 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.
4. In some circumstances personal information will 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 (contractors) who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with the Australian Privacy Principles and this policy
- with other healthcare providers
- when it is required or authorised by law (example - 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 (example - some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (example 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 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 will be stored at our practice in various forms. Temporarily, all paper-based records will be securely stored until scanned into our electronic patient health records system. Any X-Ray films, CT Scans, videos, CDs, will be stored securely in a locked room until the patient collects them from the practice.

Once paper records are scanned into electronic records, they will be destroyed under our secure Destruction of Records process. Our practice stores all personal information securely.

- All computers have passwords known only to practice team members.
- All computers are logged out at the end of the working day.
- All passwords are monitored and securely stored for security purposes
- Any paper-based documents are stored in secure Cabinets not accessible to the public and which are locked out of hours for security.
- All employees are asked to sign a Confidentiality Deed upon employment.
- All contractors working for Amity Family Practice are asked to sign a Confidentiality Deed upon appointment.

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 by completing a Release of Information Form obtainable at Amity Family Practice Reception. Our practice will respond to your request within 14 days and information within 30 days which is considered a reasonable timeframe.

- You are not required to give a reason for your request for information, however, we may ask you to clarify the scope of your request.
- In some circumstances the request for information may be denied and in such a circumstance you will be advised.
- Whilst you will NOT be charged for making a request for your information, you may be asked to pay an Administration Fee of \$50.00 to cover the costs involved in assessing and administering your request.
- Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. Each time you visit our practice, we will ask you to verify that your personal information held by our practice is correct and current.
- We will ask you to confirm your personal identity details on each visit to our practice
- You may also request that we correct or update your information, and you should make such requests in writing to the Privacy Officer, Amity Family Practice at admin@amityfamilypractice.com.au

Parents / Guardians and Children

Access to a child's medical information may be restricted to protect the child's privacy. The professional discretion of the general practitioner and the law will be applied to the decision to release information to parents and guardians.

Data Quality

Patient information collected and retained by the practice for the purpose of providing quality healthcare will be accurate, complete and up to date.

Data Security

All due care is taken to ensure the protection of patient privacy during storage, use and/or transfer of your records. Retention of records is for a minimum period of 7 years from the date of last entry to the patient record, or in the case of a child the record is kept until the patient reaches the age of 25 years.

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 in the first instance. We will then attempt to resolve it in accordance with our resolution procedure.

Our contact Details:

Mailing Address: Amity Family Practice, 2/35 Main Road Boolaroo NSW 2294

Email: admin@amityfamilypractice.com.au **Phone:** 02 4958 5814

Contact Turn-around Time: You can expect to receive a communication from our practice within 2 business days, and written communication response within 30 days from receipt of your complaint

You may also contact:

- **The Office of the Australian Information Commission, 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 or call the OAIC on 1300 363 992.
- **The Information and Privacy Commission NSW, IPC.**
Email: ipcinfo@ipc.gov.au
Phone: 1800 472 679
Privacy and our website

Policy review statement

This policy will be reviewed in three years from the date on the bottom of this document, in accordance with our quality management system, and patients will be notified via our website and via the display of a notice in our Reception waiting room.


Roles and Responsibilities

1. The Director is responsible for authorizing, implementing and managing this Privacy Policy.
2. The practice staff at Amity Family Practice, contractors to, and students visiting this practice, are responsible for applying and complying with this practice.

Application

This Privacy Policy applies to all practice staff, of Amity Family Practice and to all contractors and students visiting the practice from time to time.

Signed



Dr Jasmeet SINGH

Director

Amity Family Practice

Date: 24/08/2018