

WESTERN CLINIC MEDICAL CENTRE PRIVACY POLICY



Keeping your personal information private in our practice.

The privacy policy is to provide information to you, our patients, on how your personal information (including 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 provide consent for our GP's 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.

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. 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 information do we collect?

The information we will collect about you includes your:

- Names, date of birth, address, contact details
- Medical information including medical history, medications, allergies, adverse events, immunisations, social 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. Please discuss this with your doctor or the Business Manager to arrange. We will require some contact details such as a mobile or email address so that we can contact you about any urgent test results etc if required. (Please be advised any consultation or pathology testing will incur a private fee under these circumstances)

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.
2. During providing medical services, we may collect further personal information. This includes information which may be collected through electronic transfer of prescription (eTP), My Health Record, eg via Shared Health Summary, Event Summary.
3. We may also collect your personal information when you visit our website, send us an email, telephone us, make an online appointment or communicate with us in practice.
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 Department of Veterans Affairs

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

We sometimes share your personal information:

- with third parties who work with our practice for business purpose, 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 providing medical services, through eTP, My Health Record (eg via Shared Health Summary, Event Summary)

Where we use document automation technologies to disclose your personal information (such as to generate appointment bookings, referrals, results or e-scripts), we will only disclose your information to the extent reasonably necessary and only for the purpose specified above. We will not seek your additional consent to disclose your information for the purpose described above.

Only people who need to access your information will be able to do so. Other than while proving 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. 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

- as per records in locked secure filing system
- as electronic records which are password protected

Our practice stores all personal information securely and all staff have signed privacy agreements.

How can you access and correct your personal information at our practice?

You have the right 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 whenever possible and our practice will respond within a reasonable time.

We will notify you of any costs at the time of request.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date.

Privacy and our Website

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any Personal Data (eg. Name, address, email address or telephone number). Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings.

This may, however, prevent you from taking full advantage of our website.

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.

Please contact the Practice Manager on 8450 2500 or in writing to:

Practice Manager

Western Clinic Medical Centre

152 – 154 Henley Beach Road

Torrensville SA 5031

You may also contact 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

Contact Us

If you have any questions at any time about our privacy policy or the use of your Personal Data, please contact us on 8450 2500.