

SALISBURY DOCTORS

PRIVACY POLICY

July 2024

Introduction

Privacy protection and confidentiality of health information is essential for quality health care and Salisbury Doctors is committed to protecting the privacy and confidentiality of the information we handle about you. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used on accordance with this privacy statement.

1 Salisbury Doctors is an independent medical centre and to ensure the provision of comprehensive primary health care, quality medicine and excellent patient services to optimise health outcomes and patient satisfaction.

2 Salisbury Doctors collects, stores and uses personal information to conduct its business.

3 Salisbury Doctors respects and upholds your rights to privacy established by the Privacy Act 1988 (Act).

4 The Act incorporates the Australian Privacy Principles which regulate how Salisbury Doctors collects, uses, disclose and stores personal information including health information and how you may access and correct that information.

5 This policy describes how Salisbury Doctors handles your personal information.

DEFINITIONS

In this policy “Personal Information” and “Sensitive Information”, which includes “Health Information”, have the same meaning as under the Act.

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. We must obtain patient consent for any real-time audio/visual recording, duplication and storage of a consultation, including those via telehealth and those conducted remotely.

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

Salisbury Doctors 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.

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.
- Gender as identified by the patient
- Aboriginal and Torres Strait Islander status
- Country of Origin

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 the course of providing medical services, we may collect further personal information. Salisbury Doctors participates in the My Health Record system as shared health summaries can be uploaded to your record with written consent. Forms are available from reception and Medicare online (assisted registration form).
3. We may also collect your personal information when you telephone us.
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).

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.

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 (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 there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, though, 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 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 use document automation technologies?

Electronic documents drafted by this practice, such as referrals, utilize document automation technologies to assist our systems and workflows. The document automation technologies our practice implements are established through our selected secure medical software built-in word processor. The built-in word processor allows our practice to set up automated simple and computed variables, these automated variables are set up to strictly disclose only relevant medical information related to and required in these documents. Our medical software is user-unique password protected, and each user is granted authorization according to their role and responsibilities.

Audio/Visual Consultations

Patients can request telehealth/telephone consultations with reception staff, who will review eligibility prior to booking. Prior to the commencement of any consultation session involving audio/visual recording, duplication, or storage, explicit informed consent will be obtained and documented from all involved parties. This includes the consulting

healthcare professional(s) and the participant(s) receiving services.

Information Quality

We aim to ensure the information we hold about you is accurate, complete, up to date and relevant. To this end, our staff may ask you to confirm that your personal details are correct when you attend a consultation. Please let us know if any of the information we hold about you is incorrect or not up to date.

How do we store and protect your personal information?

Our practice stores all personal information securely in electronic formats, in protected information systems by unique usernames and passwords on a terminal server.

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 addressed to the Practice Manager and our practice will respond within a reasonable time of 30 days. You may be required to see your doctor to further discuss accessing your records and a fee may be incurred.

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

What happens if you choose to withhold your personal information?

You are not obliged to give us your personal information. However, if you choose not to provide us with the personal details requested, it may limit our ability to provide you with full service. We encourage you to discuss your concerns with our reception staff prior to your first consultation or with your doctor.

Privacy and our website

We do not collect personal health information on the Salisbury Doctors website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information, which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Changes to this Privacy Policy

This Privacy Policy is effective as of July-2024 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time, and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

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. Feedback forms are located on the main reception counter or please feel free to speak with our Management Team, either in person or by phoning 3274 2888. You can also email us – salisburydoctors@gmail.com

Note this is a non-reply service, however we aim to respond to all concerns and within 30 days.

If you are not satisfied with our response, you may refer the matter to the Office of the Australian Information Commissioner by calling 1300 363 992 or through its website at www.oaic.gov.au.

Policy review statement

This policy will be reviewed regularly and updated in accordance with the legislation. New policies will be available in our reception and our practice website. You should check this page from time to time to ensure that you are happy with any changes.

Australian Privacy Principles.

The Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988 (Privacy Act). They apply to any organisation or agency the Privacy Act covers.

There are 13 Australian Privacy Principles and they govern standards, rights and obligations around:

- the collection, use and disclosure of personal information
- an organisation or agency's governance and accountability
- integrity and correction of personal information
- the rights of individuals to access their personal information

The Australian Privacy Principles are principles-based law. This gives an organisation or agency flexibility to tailor their personal information handling practices to their business

models and the diverse needs of individuals. They are also technology neutral, which allows them to adapt to changing technologies.

A breach of an Australian Privacy Principle is an 'interference with the privacy of an individual' and can lead to regulatory action and penalties.