



Advantage Medical Rosebud Privacy & E-mail Policy

Current as of: Feb 2023

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.

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.

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 (e.g., staff training).

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 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.
3. Information can also be collected through electronic transfer of prescriptions (eRX), My Health Record, e.g., via Shared Health Summary, Event Summary.
4. 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.
5. 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).

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 (e.g., some diseases require mandatory notification)
- during the course of providing medical services, through eRX, My Health Record (e.g., 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.

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. Our practice stores all personal information securely in electronic format, in protected information systems or in hard copy format in a secured environment. Doctors and staff are trained in appropriate computer use and are only accessible via individual password access to those in the practice team who have appropriate levels of authorisation. Our security policies and procedures are updated when changed occur. Jose Health IT has designated responsibility for overseeing the maintenance of our computers and electronic systems.



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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. Please complete our Patient Request for Personal Health Information Form which is available at reception. Please allow up to 30 days for us to process this request. Fees will apply, please refer to the Health Records Act 2001 for further information. A consultation with your GP will also be required.

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 the Practice Manager – Stephanie Huysmans 78 High Street Hastings, Vic, 3915.

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 Practice Manager – Stephanie Huysmans in writing to Advantage Medical, 78 High Street Hastings, Vic 3915. Or phone 03 5979 4500. Please allow 30 days for provision of the complaint handling process.

You may also contact the 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.

You may also contact the HCC. For further information visit: <https://hcc.vic.gov.au> or call 1300 582 113

Policy review statement

The privacy policy is reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify you by notating new copies of the document available on our noticeboard. Pamphlets are also available at reception,

E-Mail Policy for Patients

Your Privacy is our priority.

As all health information is sensitive by nature, all communication of health information, including via electronic means, must adequately protect the patient's privacy. Our practice takes reasonable steps to make our communication of health information adequately safe and secure. GPs, health providers and patients should be aware of the risks associated with using email in the healthcare environment.

Our email address is rosebud@advantagemedical.com.au. You can use this email address to communicate with our practice, including all our doctors and staff, subject to the advice below.

We aim to respond to emails within three business days of receipt. If you require a more urgent response, please call the clinic on 03 5982 0011 to ensure we address your query sooner.

Please be advised our email service is not encrypted, and therefore we cannot guarantee the security of our email communications. There is a risk that emails and/or attachments could be read by someone other than the intended recipient (for example, because of widespread hacking, or because someone has accessed your email account). For this reason, we discourage patients from sending emails to us with their own personal information.

However, in certain circumstances, we may agree to email you with a response to a query and/or with information or documentation that you have requested which does include your health information, if you have confirmed that you have considered and accepted the risks associated with email communications. Before we do so, we will need to verify your identity and your email address.

We may also require you to email us confirming that you have considered and accepted the risks associated with email communications and/or sign a new Patient Consent Form. Staff at Advantage Medical Pty Ltd Rosebud endeavour to password protect all documents sent via E-mail, however due to human error this may not always be the case and is one of the potential risk's using this form of communication.

Please refrain from emailing appointment requests i.e., booking or cancelling - unless it is urgent, or the clinic is closed. You can book an appointment online at www.advantagemedical.com.au or via the HotDoc app on your mobile phone, tablet, or computer. Unless you have opted out you will receive an SMS confirmation message 24 hours before your appointment.