



Privacy Policy

Current as of: **April 2025**

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.

This privacy policy is an adapted template developed by The Royal Australian College of General Practitioners (RACGP). The template was developed as a privacy policy template for general practices to adapt, for compliance with the requirements of the Australian Privacy Principles (APPs).

Identifying patients correctly

The Information Privacy Act 2009 (Qld) (IP Act) outlines the importance of protecting the personal information of individuals. Healthcare facilities must ask patients to provide 3 health identifiers; when booking an appointment, providing them with their health information, arriving for their appointment and before providing them care. Confirming 3 health identifiers at each interaction ensures patient privacy, helps prevent mistakes and ensures that patient charts with similar details are not accidentally or incorrectly accessed. In order for the practice to care for patients and continue providing services, patients must cooperate with this policy at each visit and interaction. If patients are concerned about answering questions out loud, they are very welcome to provide photo ID when asked instead.

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 is a patient health record?

Medical records, whether electronic or not, are a collection of information about a patient's healthcare that are essential for his or her present and future care (WHO 2001) and are covered by s.3 of the Health Records Act 2001 (AustLII 2012).

As such, the medical record must contain sufficient information to identify the patient to whom it relates, as well as information relevant to the patient's treatment during current and future episodes of care, for example:

- the patient's medical history
- the orders and results of any physical examination or tests
- information relating to allergies
- other factors that may need special consideration.

Secure and guaranteed access to complete information collected in the medical record is essential to ensure that healthcare professionals have the right information available when and where they need it. This maximises the quality and efficiency of the treatments they can provide to their patients at the point of care.

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)
- 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. If you choose to deal with us anonymously, you will be required to pay privately as this method does not attract a Medicare rebate.

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 in person or online, your personal and demographic information will be collected to start your registration.
2. During the course of providing medical services, we may collect further personal information. This may include collection through electronic transfer of prescriptions (eTP), My Health Record Shared Health Summary or Event Summary. We may also collect your personal information when you visit our website, send us an email, telephone, make an online appointment or communicate in other ways.
3. 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 (eg court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, in certain emergency situations, 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).
- 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. Only information relevant to your medical care is contained in your referrals to other healthcare providers.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Telehealth

Healthcare Plus Medical Centre does not conduct audio/visual recorded telehealth. When/if the practice conducts telehealth consults onsite or remotely they will only use telephone consultations. Doctors will acquire verbal patient consent for entering a record of your consultation in your patient chart. The patient record will be notated accordingly.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. These include electronic records, paper records that may be scanned to your file, records on discs, visual records such as photos with your consent.

Our practice stores all personal information securely. Our electronic storage is a protected information system. All of our staff and contractors who have access to your personal information are held to a confidentiality & privacy agreement. Our computers and programs are protected by passwords that are only shared with our staff that need to access your information.

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 fill out our request for personal health information form and return a signed copy to our administration staff. Our practice will respond within a reasonable time of 14 days (RACGP states that 30 or less is reasonable). You may be charged a reasonable fee to cover the administration time, clinical time & resources used. The 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 Managers, Healthcare Plus Medical Centre. When it is simple information such as a change of mobile or address, please let our reception know as soon as possible. They will guide you through the process.

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. You may write a letter or fill out one of our complaint forms, available at reception. We will investigate your complaint and respond to you within 30 days.

Please hand your written complaint or concern to our staff or post to;

Healthcare Plus Medical Centre

Shop 1025, Ground Floor, Westfield

11151 Creek Rd

Carindale, 4152

Queensland, Australia

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.

Privacy and our website

We do not collect any personal information through the use of our website. If you make you make an appointment online from the appointment making icon on our website, you will be asked to provide personal information that we will then be provided, in order to make your appointment.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may/need to occur. If we amend this policy, we will place signs in the waiting room and provide up dated leaflets for your review.