

East Brunswick Medical Centre Privacy Policy

Current as of October 2024

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.

Patient may elect to not identify themselves, or may elect to use a pseudonym, when dealing with EBMC (this is an option under Australian Privacy Principle 2). If this is considered impracticable for you to do your doctor will discuss reasons with you in person.

How do we collect your personal information?

Our practice may collect your personal information in several different ways:

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information.
- Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, e.g. via Shared Health Summary, Event Summary.
- 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 using social media.

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
- 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 (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.

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 may be stored at our practice in various forms. Medical records are stored electronically. X-rays, CT scans, are given to you where possible or stored in our admin office. Our practice stores all personal information securely.

Your personal information is stored in an electronic format on the computer server located on site. All practice personnel have access to different parts of the medical software used according to their needs. Reception staff do not have access to your medical record. All practice personnel have signed confidentiality agreements. Access to the computer software program is by individual password known only to the users.

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. Once a record is requested, we will email you a form to complete and return to the practice. The records will be made available to you within 30 days from the receipt of the signed request from you. The cost incurred for these records will be \$25 administration fee plus \$0.20 per page prepared.

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 by speaking to reception in person or over the phone, or emailing the admin team on admin@eastbrunswickmedical.com.au.

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 direct complaints to Kellie Patane (Practice Manager) via email to admin@eastbrunswickmedical.com.au or direct mail to:

East Brunswick Medical Centre
212-214 Blyth Street
Brunswick East, VIC 3057

Your complaint will be addressed with you with 2 days of it being received and a follow up plan discussed at that time depending on the necessary investigation.

You may also contact:

Office Victorian Information Commissioner Call 1300 006 842

Or

Health Complaints Commissioner in Victoria Call 1300 582 113

Privacy and our website

Personal details are collected on website for online payments only. This information is kept by Stripe, on behalf of HotDoc, our online payment platform. Stripe utilises an infrastructure for storing, decrypting and transmitting card numbers on separate machines.

Policy review statement

This document is reviewed every 3 years in line with accreditation or if new rules are implemented.

Disclaimer

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