

East Brunswick Medical Centre Privacy Policy

Current as of June 2025

Introduction

This privacy policy is to provide information to you, the patient, on how your personal information (which includes your health information) is collected and used within the practice, and the circumstances in which it may be shared with third parties.

Why and when your consent is necessary

When you register as a patient, you provide consent for the consulting GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff and GPs who need to see your personal information will have access to it. If your information is needed to be used for anything else, additional consent from you will be obtained.

Why does the practice collect, use, hold and share your personal information?

The practice will need to collect your personal information in order for the consulting GPs to provide healthcare services to you. The main purpose for collecting, using, holding and sharing your personal information is to manage your health. It may also be used for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

The practice may also use de-identified health data for internal benchmarking, quality improvement, or research. This data cannot reasonably be used to identify you and is handled in accordance with relevant privacy laws.

What personal information is collected?

The information collected 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 the practice anonymously

You have the right to deal the practice anonymously or under a pseudonym unless it is impracticable to do so or unless it is required or authorised by law to only deal with identified individuals.

Patients may elect to not identify themselves, or may elect to use a pseudonym, when dealing with East Brunswick Medical Centre (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 is your personal information collected?

Your personal information may be collected in several different ways:

- When you make your first appointment the practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services, the consulting GP 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.
- Your personal information may also be collected when you visit the website, send an email, telephone, make an online appointment or communicate 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 is your personal information shared?

At times, your personal information may be shared:

- with third parties who work with the 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 eTPs, 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, the practice or its consulting GPs will not share personal information with any third party without your consent.

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

The practice will not use your personal information for marketing any 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 the practice in writing.

Use of clinical technology and third-party tools

To provide high-quality and efficient care, the practice and its consulting GPs use a range of secure third-party tools that assist in the delivery and management of healthcare services. These tools are used only for legitimate healthcare and practice operations purposes, and all third-party providers are contractually required to comply with Australian privacy laws.

- **Clinical Analytics:** Clinical data analytics tools (such as Cubiko) that securely access patient data are stored in the practice's internal systems. These tools help identify health risks, monitor population health, and improve internal practice operations. No data is used for commercial marketing or shared beyond these internal purposes.
- **Pre-Consultation Tools:** Some of the consulting GPs use Better Consult, a pre-consultation tool that allows patients (or parents/guardians) to submit health information before a consultation. This data is collected directly by Better Consult under its own privacy policy and consent process. You are encouraged to review Better Consult's privacy terms before submitting information. They may share relevant information with the consulting GPs to support your care.
- **AI-Assisted Clinical Note Tools:** Some of the consulting GPs may use secure AI scribe software to assist with documentation during consultations. This may involve processing spoken information to generate clinical notes. You will always be informed and asked for consent before any such tool is used. These tools are used only with your consent and do not store or use your information beyond documentation support.

If you have any questions about how your information is used with these tools, please speak to your doctor or send an email to the practice manager.

How is your personal information stored and protected?

Your personal information may be stored at the practice in various forms. Medical records are stored electronically. Physical X-rays, CT scans, are given to you where possible or stored securely in the admin office. The 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 and consulting GPs 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?

You have the right to request access to, and correction of, your personal information.

The practice acknowledges patients may request access to their medical records. You are required to put this request in writing. Once a record is requested, you will be emailed 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. The cost incurred for these records will be \$30 administration fee plus \$0.20 per page prepared.

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, you may be asked to verify that your personal information held by the practice is correct and current. You may also request that your information be corrected or updated 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?

Complaints and concerns regarding privacy are taken very 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 the practice website

Personal details are collected on the website for online payments only. This information is kept by Stripe, on behalf of Hot Doc, an 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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