

OWEN TERRACE MEDICAL PRACTICE

Privacy Policy

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

The practice is bound by the **Australian Privacy Principles (APPS)** contained in the Commonwealth Privacy Act. In relation to health records, the clinic may also be bound by the state specific legislation.

The APP consist of 13 principle-based laws and apply equally to paper-based and digital environments. The APP complement the long-standing general practice obligation to manage personal information in a regulated, open and transparent manner.

Patient Consent (Why and when it is necessary?)

When you register as a patient to our practice, you provide consent for the doctors and staff to use your personal information so they can provide you with the best possible healthcare. Only staff who need to use your personal information will have access to it. This may include sharing information with other healthcare providers who are directly involved in your care.

The Practice will not disclose personal information to anyone outside Australia without need and without patient consent.

What personal information is collected?

It is necessary for Owen Terrace Medical to collect 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.

The information we do collect about you includes:

- names, addresses and contact details,
- Medicare number (where available for identification and claiming purposes)
- Healthcare identifiers
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.
- Health fund details

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How do we collect your personal information?

- The practice will collect personal information either paper based, electronic form, face to face consultations and telephone calls.
- When you first register with the practice we collect your personal and demographic information.
- During the course of providing medical services, we may collect further personal information.
- Information can also be collected through My health record system (Shared Health Summary, event summary)
- Personal information may also be collected from the parents, guardian or care giver (where practicable and necessary), or from any other involved healthcare specialists.
- Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services.

Who do we share your personal information with?

There are circumstances when your health information is shared without patient consent such as:

- when required by law ie: Mandatory reporting of communicable disease
- when 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 a confidential dispute resolution process
- during the course of providing medical services through electronic transfer of prescriptions, My health record(shared health summary, event summary).

In general your health information will not be used for any other purpose without your consent. There are some necessary purposes of collection for which information will be used beyond providing healthcare such as professional accreditation, quality assessments, clinical auditing and business purposes.

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How do we store and protect your personal information?

The practice holds all personal information securely in an electronic format on our medical records system. All hard copy records received will be converted into an electronic format and imported into your electronic medical record. Following importation, all original hard copies will be destroyed.

All staff are required to respect the confidentiality of patient's personal information and the privacy of individuals and sign confidentiality agreements. The practice has security measures in place to protect your personal information from misuse, interference, loss and unauthorised access using locked storage of paper records and password access rights to computerised records.

Marketing

The practice will not use any personal information in relation to direct marketing to a patient without that patient's consent. Patients may opt out of direct marketing at any time by notifying the practice in writing.

How can you access and correct your personal information?

Owen Terrace Medical Practice acknowledges patients may request access to their medical records. We encourage you to make this request by completing the form **(Patient Request for Access to Personal Information)** and the Practice will respond within a reasonable time.

The practice will take reasonable steps to correct personal information where it is satisfied they are not accurate or up to date. From time to time, we will ask patients to verify their personal information held is correct and up to date. Patients may also request the practice to correct or update their information, and patients should make such requests in writing.

We may require you to verify your identity and specify what information you require. If the information sought is extensive then we will advise you of the likely cost in advance. If we cannot provide you with access to the information, we will provide you with written notice explaining the reasons for refusal.

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Enquires and Complaints

Owen Terrace Medical Practice takes complaints and concerns about the privacy of patients personal information seriously. Patients should express any privacy concerns in writing. The practice will then attempt to resolve it in accordance with its complaint resolution procedure.

All written notices or requests should be directed to:

Leanne Kotz, Practice Manager

Owen Terrace Medical Practice
31 Owen Terrace
Wallaroo SA 5556
Phone: 08 88232002

If you are not satisfied with the response you have received from the practice, you may wish to discuss the matter with the Office of the Australian Information Commissioner on 1300 336 002 or send an email to enquiries@oaic.gov.au