

Privacy Policy

Current as of March 2023

Review Annually

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 (eg 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

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. As per our Privacy act consent, upon our New Patient Form
2. During the course of providing medical services, we may collect further personal information. Information can also be collected through electronic transfer of prescriptions, My Health Record, and Shared Health Summary.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an appointment or communicate with us using social media.
4. 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, 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. Shared information with other Health care providers, will be relevant information only. Referrals and other correspondence regarding your health, will only contain medical details that are necessary to the receiving provider

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 share your personal information?

Our system automatically extracts your relevant personal medical data from your individual profile when we refer you to external health providers and specialists. You and your doctor can decide what to include from that extracted data in each referral we send on your behalf.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms, including but not limited to, electronic records, paper records, visual records, incoming records from x-rays and CT scans.

Our practice stores all personal information securely. All records are kept in paper and electronic format. Once paper copies are entered into our electronic system they are destroyed. All systems are password protected and encrypted to medical software specific usage. All staff are held to a confidentiality agreement.

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, and we will accept these requests either in person, or by fax or post and our practice will respond within a reasonable time. Our reasonable time frame, considering time for postage, is 7 days. Once a request has been received, we will issue a letter to advise you (the patient) if there is any cost involved to transfer your records. A large file is charged at \$30. Paper files will incur the same fee, plus 20c per page. Once payment is received, we will transfer your file, via a registered form of transport.

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 our Practice Manager. The contact email address is reception@rosemed.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 address your complaints to the Practice Manager email – reception@rosemed.com.au or post to:

Rose Cottage Medical Centre
5 Innes Street,
Launceston 7250

Phone: 03 6334 3622.

All complaints will be handled immediately, as per our handling complaints procedure. Alternatively, if you are not satisfied with this process, complaints can be forwarded to the Health Complaints Commissioner for appropriate action and advice.

You may also contact the Office of the Australian Information Commissioner (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

Policy review statement

Our privacy statement will be reviewed and maintained annually to ensure it is in accordance with any changes that may occur. The next review date is January 2020. Patients can request copies of our privacy statement at any time, they are available at the front reception, or via our website.