

Mayfair Medical Centre Privacy Policy

Current as of: 18 July 2019

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
- 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.

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.
2. During the course of providing medical services, we may collect further personal information via electronic transfer of prescriptions (eTP), My Health Record, (Shared Health Summary, Event Summary).
3. We may also collect your personal information when you visit our website, SMS, telephone us.
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.

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.

Mayfair Medical Centre is a fully computerised practice

Our practice stores all personal information securely.

Mayfair Medical Centre securely stores and protects personal information having systems in place to protect the privacy, security, quality and integrity of the health information held electronically. Sound back up systems and contingency plan, password access for all staff with appropriate levels of access granted with staff and contractors all signing confidentiality agreements.

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.

Once an individual patient requests access to his/her personal information Mayfair Medical Centre the total time between receipt of the request for access and the time access is granted will not, ordinarily, exceed 30 days. Where it is not possible for access to be granted within 30 days, the individual will be notified, in writing, of this and advised when access will be granted.

There may be instances where we cannot grant you access to the personal information we hold; however, we will only do so in accordance with our rights and obligations under the Act. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you, if so, the fees will be as advised at the time (this will not attract a medicare benefit)

If you believe that the information, we have about you is not accurate, complete or up to date, we ask that you contact us so that we are able to correct it.

The point of contact for patient access to personal information is:

Lindy Wright
Practice Manager
07 3390 5500
Monday - Thursday

Address: Mayfair Medical Centre, Shop 15/1 Burnett Street, Manly West Qld 4179

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact us in writing.

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner in your State or Territory.

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

The point of contact for patient complaints is:

Practice Manager
Lindy Wright
Ph: 07 3390 5500
Monday – Friday

Practice Address: Mayfair Medical Centre, Shop 15, 1 Burnett Street, Manly West Qld 4179

Overseas Transfer of Data

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by law.

Notifiable Data Breaches

Should the information held by the practice be subject to a notifiable data breach then the practice will comply with the requirements of the Notifiable Data Breaches (NDB) Scheme. Information about the NDB Scheme can be sourced from the Office of the Australian Information Commissioner. www.oaic.gov.au

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. If change occurs notification of any alterations will be provided to patients and staff within 14 days with staff.

Privacy Policy MFMC

Version 2 Revised by LW (PM) 18/7/19