



**ADVOCATE**  
MEDICAL GROUP

**PRIVACY**

**POLICY**

*Current as of : 1st August 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 that 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 or 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:

1. Names, Date of Birth, Addresses, Contact details.
2. Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
3. Medicare number (where available) for identification and claiming purposes
4. Healthcare identifiers
5. 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.

*[Note: The Privacy Act requires you to provide patients with the option of not identifying themselves, or of using a pseudonym, when dealing with you (Australian Privacy Principle2) unless it is impractical for you to do so.]*

## **How do we collect your personal information?**

Our practice will collect your personal information:

When you make your first appointment our practice staff will collect our personal and demographic information via your registration, including a consent form.

During the course of providing medical services, we may collect further personal information. MyHealth Record/PCEHR system, eg via Shared Health Summary, Event Summary starting May 1st 2016.

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:

1. Your guardian or responsible person.
2. Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services.
3. Your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

## **Who do we share your personal information with?**

We sometimes share your personal information:

1. With third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers - APPs and this policy.
2. With other healthcare providers.

3. When it is required or authorised by law (eg court subpoenas).
4. 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.
5. To assist in locating a missing person.
6. To establish, exercise or defend an equitable claim.
7. For the purpose of confidential dispute resolution process.
8. When there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification).
9. During the course of providing medical services, through, MyHealth Record/PCEHR system (eg via Shared Health Summary, Event Summary).

Only people that need to access your information will be able to do so. Services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

## **How do we store and protect your personal information?**

Your personal information may be stored at our practice in various forms, eg as electronic records

Our practice stores all personal information securely. The electronic format, is in a protected information systems accessed only by secure passwords.

## **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 either, posted, faxed or delivered in person and our practice will respond within 1 week. A fee of **\$30.00** may be charged for the copy of the file.

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 your personal information held by our practice is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests in writing to the Practice Manager.

## **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

Addressed to:

<b>Advocate Medical Centre</b>	<b>Station Street Clinic</b>	<b>Joseph Banks Medical Centre</b>	<b>Baxter Park Medical Centre</b>
6 Landale Street, Box Hill Vic 3128 Telephone: 9898 0610 Fax: 9898 1528	34 Station Street Pakenham VIC 3810 Telephone: 5941 1611 Fax: 5940 2290	3 Joseph Banks Crescent, Endeavour Hills Vic 3802 Telephone: 9700 2281 Fax: 9700 6489	290-292 Frankston Flinders Road, Baxter Vic 3199 Telephone: 5972 0717 Fax: 8610 0016

Your complaint will be looked into within 30 days and you will be notified as to the outcome.

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](http://www.oaic.gov.au) or call the OAIC on 1300 336 002.

## **Policy review statement**

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Patients will be notified when this policy is amended via notices in waiting rooms.