

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

Your personal information may be stored at our practice in various forms. The majority of our records are in electronic format. Any paper correspondence received is scanned into your electronic record and these documents are securely disposed of.

Medical images are not held by the practice and are the responsibility of the patient. Documented photos are stored in your electronic records. Our practice stores all personal information securely, with individual passwords, and confidentiality agreements for all staff and/or contractors entering the premises. This system is maintained both within the practice, and via our IT consultants. Encrypted Back-ups of all data are performed daily and held securely in the event of a fire.

## 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. This request needs to be in writing with your name, date of birth, address and your signature to show you have consented. This can either be posted, faxed or delivered in person. Our practice will respond within 1 week. A fee of \$30.00 will be charged for the copy of the file, a summary will be provided for no charge.

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. Such requests should be in writing to enquiries@josephbanksmedicalcentre.com.au or you can request a form from reception to sign. Please allow 30 days to receive a response, so our management team can review and respond.

## 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 contact our clinic via the following methods:*

1. Postal: Practice Manager, 3 Joseph Banks Crescent, Endeavour Hills VIC 3802
2. Email: enquiries@josephbanksmedicalcentre.com.au
3. In business hours Ph: 03 97002281

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 363 992.

## Policy Review Statement

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be displayed in our waiting room area. This privacy policy was last updated June 2023.

## Definitions

In this document, the terms “we”, “our”, “us”, mean Joseph Banks Medical Centre, Doctor Doctor Service and each of their related bodies corporate.

***If you would like to update your details or consent, please scan this QR code or talk to reception.***



**JOSEPH BANKS**  
MEDICAL CENTRE



# PRIVACY POLICY

**3 Joseph Banks Crescent, Endeavour Hills 3802**

**Phone: 9700 2281**

**enquiries@josephbanksmedicalcentre.com.au**

[www.josephbanksmedicalcentre.com.au](http://www.josephbanksmedicalcentre.com.au)

## OUR PRIVACY POLICY

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 your personal information, and how we will 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.

### 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.
2. During the course of providing medical services, we may collect further personal information.
3. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, e.g. via Shared Health Summary, Event Summary.
4. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
5. 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, pathology and diagnostic imaging services.
  - 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 (e.g. 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 (e.g. some diseases require mandatory notification).
9. During the course of providing medical services, though, My Health Record/PCEHR system (e.g. 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.