

CAPALABA GENERAL PRACTICE
5 Larbonya Crescent, Capalaba Q 4157
ABN 14 955 380 983

POSTAL ADDRESS:
PO Box 734
CAPALABA Q 4157

Ph: 07 3245 3011
Fax: 07 3245 3022
reception@capalabagp.com.au

PURPOSE:

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.

Capalaba General Practice - Privacy Policy

Consent - Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our General Practitioner's 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/Department of Veteran's Affairs 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.

When you make your first appointment our practice staff will collect your personal and demographic information via your registration on our Patient Enrolment Form.

During the course of providing medical services, we may collect further personal information. This practice Participates in the collection of data through eHealth Services such as Electronic transfer of Prescription (eTP), MyHealth Records (eg. via Shared Health Summary, Event Summary).

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.

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 Australian Privacy Principles 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?

Patient personal information may be stored at our practice in various forms such as paper records, electronic records, X-rays, CT scans and photos.

Our practice stores all personal information securely. The majority of data is stored in an electronic format in protected information systems with password access whilst any paper records which have not been transferred into an electronic format are stored in a secure environment to protect their integrity.

Our practice stores all personal information securely. Electronic back up of our information systems are stored off-site in a secure format, protected by information systems in a secured environment. All practice Staff and contractors have signed 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. We require you to put this request in writing to PO Box 734, Capalaba Qld 4157 or via email to reception@capalabagp.com.au. Our practice will respond within 5 working days of receiving the request, provided the information requested is easily accessible. Our practice will take responsible steps to correct personal information where the information is not accurate or current. Periodically we will ask for verification of personal information held by the practice to ensure its' accuracy and currency. Patients may also request that information be updated and such requests should also be made in writing to the Practice Manager PO Box 734, Capalaba Qld 4157 or via email to reception@capalabagp.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 any complaints to Practice Manager PO Box 734, Capalaba Qld 4157 or via email to reception@capalabagp.com.au. You must include your Name, mailing address, date of birth and contact number.

A Suggestion Box is located on the wall to the right of the reception desk. Suggestions and/or complaints put in this box will be dealt with by the Practice Manager. If applicable the Practice Manager will respond by letter to the patient.

We believe that any problems are best dealt with within the practice. However if a patient wishes to make a complaint to someone outside the Practice the proper authority is:

Office of the Health Ombudsman
PO Box 13281 George Street
BRISBANE Qld 4003
Phone: 133 OHO (133 646)
Facsimile: (07) 3319 6350
Website: www.oho.qld.gov.au
Email: info@oho.qld.gov.au

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.

Privacy and clinical photography

We routinely ask patients of our practice to sign consent to clinical photography, in addition to privacy consent. This outlines how photos of moles, other skin or medical conditions or surgical procedures may be used, including the purpose of education and medical research. Should clinical photographs be from your medical record, they will be presented in such a way that you are not identified. If it is reasonably foreseeable that you may be identified from a photograph, we will not publish it without your further specific consent.

Privacy and our website

A privacy statement is available on our website. Our website is a secure connection, HTTPS is used for secure communication over a digital network, most often the Internet. Collection of personal information via our practice website or through third party providers such as booking systems is done so securely. Interactions digitally (eg through social media or by email) may contain personal information that occurs through the website or social media and the use of website analytics, cookies, etc.

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 of any amendments via the Patient Information Brochure, Policy displays in Waiting Room and directly by staff at appointments if the change directly relates to that patient or their specific situation.