

Willoughby Medical Practice

Privacy Policy

Current as of: 27/09/22

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 (e.g. 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 authorized 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 providing medical services, we may collect further personal information.
3. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health 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 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 Electronic Transfer of Prescriptions (eTP) and, My Health Record.
- 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 electronically at our practice.

Our practice stores all personal information securely.

The management of all practice computers and server comply with the RACGP's Computer and Information Security standards (2nd Edition), and we have a sound backup system and a contingency plan to protect the practice from loss of data.

Our General Practitioners, clinical and allied health team members and all other staff and contractors associated with this practice have a responsibility to maintain the privacy of personal health information and related financial information.

Each member of our practice team is bound by a confidentiality agreement, which is signed upon commencement of working at our practice.

Personal information is kept where only those with authorization can access it and is kept out of view of others and is unable to be accessed by the public.

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 our practice will respond within 30 days.

Electronic transfers of medical records will incur a fee of \$20.

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 your doctor or 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 and will be responded to within 30 days.
You should express any privacy concerns you may have in writing to: -

The Practice Manager
Willoughby Medical Practice
160 Mowbray Road, Willoughby 2068
Telephone: 02 9958 8778
Email: practicemanager@willoughbyp.com.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 our website

Privacy on our website www.willoughbymedical.com.au is an online information and reference website, consisting of information services and content, links, search capabilities and other internet resources.

When you visit this website our Internet Service Provider/Hosting Provider, will record your server address, domain name, the date and time of your visit to our site, the pages viewed, and the information downloaded. This information is used for statistical and web site development purposes only.

This site uses cookies as a part of our interaction with your browser. A cookie is a small amount of information stored on your computer by our website. You can delete cookies from your hard drive at any time and further information on the use of cookies can be found at www.cookiecentral.com/faq.

The personal information we collect on you

The type of personal information that we collect from you will depend on how you use our website. You can be certain that the information we receive about you will be treated as strictly confidential.

Information is collected to help us:

- fulfil your request
- understand the number of hits the website receives
- keep track of the domains from which this site is accessed
- determine what our users are interested in ensuring as far as practical, that our websites and applications are compatible with the browsers and operating systems used by most of our users.
- Conduct patient satisfaction surveys
- Support strategic development

The circumstances under which we disclose information about you:

It is our policy not to sell or pass on any personal information that you may have provided to us unless we have your express consent to do so. An exception to this is where Willoughby Medical Practice may be required by law to disclose certain information.

We will preserve the contents of any email or secure message that you send us if we believe that we have a legal requirement to do so.

Linking to and from this site:

The existence of external links on our websites shall not be construed as Willoughby Medical Practice's the party providing the relevant link is authorized in writing to do so.

If you access this site via an external link, you do so at your own risk. While information and third party information contained on this site has been presented with all due care, Willoughby Medical Practice does not warrant or represent that the information or the third-party information, will remain unchanged after the date of publication and is free from errors or omissions. It is your responsibility to make own investigations, decisions and enquiries about the information retrieved from other internet sites.

Appointment bookings online

Appointment bookings online is located on the Practice's SSL page

Willoughby Medical Practice has an agreement with an external provider HotDoc. The patient application does not have direct contact to Willoughby Medical Practice and only connects to Hotdoc's cloud servers. All communication between the HotDoc cloud server and Willoughby Medical Practice is encrypted using 128bit SSL encryption. HotDoc only handles data relating to the patient appointment and no other sensitive patient records are used or stored on the HotDoc system. <http://www.hotdoc.com.au> provide the Terms of Service for the HotDoc application.

CCTV

CCTV systems are installed (both internally and externally) in premises for the purpose of enhancing security of the building and its associated equipment as well as creating a mindfulness among the occupants, at any one time, that a surveillance security system is in operation within and/or in the external environment of the premises during both the daylight and night hours each day. CCTV surveillance at **CDIC / ALL ON 4 MALVERN / FACELAB MALVERN** is intended for the purposes of:

- protecting the building and assets, both during and after business hours.
- promoting the health and safety of those who enter the premises
- preventing bullying.
- reducing the incidence of crime and anti-social behaviour (including theft and vandalism);
- assisting in identifying, apprehending, and prosecuting offenders.

Scope

This policy relates directly to the location and use of CCTV and the monitoring, recording and subsequent use of such recorded material.

General Principles

CDIC / ALL ON 4-MALVERN / FACELAB-MALVERN has a responsibility for the protection of its property, and equipment as well providing a sense of security to its employees, patients and others who enter its premises. CDIC / ALL ON 4-MALVERN / FACELAB-MALVERN owes a duty of care and utilises CCTV systems and their associated monitoring and recording equipment as an added mode of security and surveillance.

The use of the CCTV system will be conducted in a professional, ethical and legal manner and any diversion of the use of CCTV security technologies for other purposes is prohibited by this policy e.g. CCTV will not be used for monitoring employee performance.

Information obtained through the CCTV system may only be released when authorised by the Practice Principal. Any requests for CCTV recordings/images will be fully recorded and legal advice will be sought if any such request is made. If a law enforcement authority is seeking a recording for a specific investigation any such request will need to be made in writing and the CDIC / ALL ON 4-MALVERN / FACELAB-MALVERN will immediately seek legal advice.

Justification for use of CCTV

CDIC / ALL ON 4-MALVERN / FACELAB-MALVERN justifies the obtaining and use of personal data by means of a CCTV system to control the buildings for security purposes and this has been deemed to be justified. The system is intended to capture images of intruders or of individuals damaging property or removing goods without authorisation.

CCTV systems are not intended be used to monitor clinician – patient activities.

Correspondence

Electronic information (e.g., specialist letters and pathology) is transmitted over the public network in an encrypted format using secure messaging software.

Incoming mail is opened in the private administration office. Items for collection or postage are left in a secure area not in view of the public. Outgoing mail is personally delivered to Australia Post.

Facsimile

Facsimile, printers, and other electronic communication devices in the practice are located in areas that are only accessible to the practice team.

All faxes containing confidential information are sent to fax numbers after ensuring the recipient is the designated receiver.

Fax transmission reports are kept as evidence that the fax was sent.

The practice uses a fax disclaimer notice on outgoing faxes that affiliates with the practice,

Fax Disclaimer:

IMPORTANT:

This fax and any files transmitted with it are confidential, may be privileged and exempt from disclosure under applicable law, and intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended recipient, any use, interference with, disclosure or copying of this material is unauthorized and prohibited. If you have received this email in error, please immediately notify Willoughby Medical Practice on (02) 9958 8778 and delete the message and any attachments from your system.

Emails

Emails are sent via various nodes and are at risk of being intercepted.

Patient information may only be sent via email if it is securely encrypted according to industry and best practice standards, unless the patient has formally consented to their health information being sent by unsecure email.

Email Disclaimer:

IMPORTANT:

This email and any files transmitted with it are confidential, may be privileged and exempt from disclosure under applicable law, and intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended recipient, any use, interference with, disclosure or copying of this material is unauthorised and prohibited. If you have received this email in error, please immediately notify Willoughby Medical Practice on (02) 9958 8778 and delete the message and any attachments from your system.

SMS

The practice's clinical software and the HotDoc system provides us the ability to contact patients via SMS.

SMS is used to remind patients of appointments, unexpected appointment changes (e.g., doctor sick) and if the patient consents, SMS is used to advise patients that test results have been received and if follow up is required. Patients may opt-out of receiving SMS notifications.

Policy review statement

From time to time, we may make changes to the Privacy and Disclaimer Policy. This may be in relation to changes in the law, Best Practice, or changes in our services. These changes will be reflected in this statement.