

Yeppoon Medical Care

Privacy Policy

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 collection, using, holding and sharing your personal information is to manage your health. We also use it directly for related business activities, such as financial claims and payments, practice audits, 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 which includes 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 impractical for us to do so, or unless we are required or authorized by law to only deal with identified individuals.

[note: The privacy Act requires us to provide patients with the option of not identifying themselves, or of using a pseudonym, when dealing with us, unless it is impractical for us as Yeppoon Medical Care to do so.]

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, e.g. electronic transfer of prescriptions, my health record, and a shared health summary.

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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.

3. 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 diagnosis imaging services.
 - Your health fund, Medicare or the department of veteran's 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 (APP) and this policy.
- With other healthcare providers.
- When it is required or authorized by law (e.g. 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 processes.
- When there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification).
- During the course of providing medical services, through e-prescriptions, my health record (e.g. 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 the 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 does not send your information outside of Australia unless this is in accordance with your consent of international law.

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 the practice in writing.

Our practice may use your information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

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We may provide de-identified data to other organizations to improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia. You can let our reception staff know if you do not want your information included and your information will be extracted from our data.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms.

We use electronic data and electronic photograph storage along with secure paper versions of data.

This paper data is destroyed using secure bins and destroyed by shredding and fire.

Our practice stores all personal information securely.

We have personal information secured on computers and use password protection. All staff and contractors sign confidentiality agreements. If your records are in hard copy, they are stored securely until shredding and destruction by fire.

How can you access and correct your personal information at our practice?

You have the right to request corrections of your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing. Paperwork is available at reception for these requests to be made and our practice will respond within a reasonable time period of no more than 30 days. There are no fees associated with the request, only the cost of complying with the request e.g. medico legal fees and charges could apply.

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

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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 you information and you should make such request in writing to the Manager at the practice, Yeppoon Medical Care, 19 Hill Street, Yeppoon, QLD, 4703 or via email medicals@ymc.net.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 allow 14 days for us to process your complaint. Please address this to the Manager.

Our contact details are as follows:

Yeppoon Medical Care

Yeppoon Medical Care

19 Hill Street,

Yeppoon, QLD, 4703

Phone: 07 49394355

Email: medicals@ymc.net.au

You may also contact the OACI. You can visit www.oaic.gov.au or call them on 1300 363 992

Privacy and our website

Our website and social medical platform use and collect cookies to assist with data analytics.

Policy review statement

Our privacy policy is reviewed regularly in line with changes or amendments to the privacy Act, our practice policy and procedures.

Yeppoon Medical Care

Privacy Policy

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 collection, using, holding and sharing your personal information is to manage your health. We also use it directly for related business activities, such as financial claims and payments, practice audits, 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 which includes 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 impractical for us to do so, or unless we are required or authorized by law to only deal with identified individuals.

[note: The privacy Act requires us to provide patients with the option of not identifying themselves, or of using a pseudonym, when dealing with us, unless it is impractical for us as Yeppoon Medical Care to do so.]

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, e.g. electronic transfer of prescriptions, my health record, and a shared health summary.

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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.

3. 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 diagnosis imaging services.
 - Your health fund, Medicare or the department of veteran's 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 (APP) and this policy.
- With other healthcare providers.
- When it is required or authorized by law (e.g. 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 processes.
- When there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification).
- During the course of providing medical services, through e-prescriptions, my health record (e.g. 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 the 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 does not send your information outside of Australia unless this is in accordance with your consent of international law.

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 the practice in writing.

Our practice may use your information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

Yeppoon Medical Care

We may provide de-identified data to other organizations to improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia. You can let our reception staff know if you do not want your information included and your information will be extracted from our data.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms.

We use electronic data and electronic photograph storage along with secure paper versions of data.

This paper data is destroyed using secure bins and destroyed by shredding and fire.

Our practice stores all personal information securely.

We have personal information secured on computers and use password protection. All staff and contractors sign confidentiality agreements. If your records are in hard copy, they are stored securely until shredding and destruction by fire.

How can you access and correct your personal information at our practice?

You have the right to request corrections of your personal information.

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