

PRIVACY POLICY

**MEDISTONE FAMILY PRACTICE
3/17 GIBRALTAR STREET
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V.1 :July 2023**

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. We are committed to protecting the privacy of our patient information according to the privacy Act 1998

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. Our new patient registration form does ask you for your consent to access and use your personal information.

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 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.

Please let us know if you would like us to deal with you anonymously

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 such as Medical history, medications, allergies, adverse events, immunisations , social history , family history and risk factors
3. We may also collect your personal information when you telephone us, make an online appointment, or communicate with us using social media.
4. Information can also be collected through my health records eg via shared health summary, electronic transfer of prescription (eTP).We do ask for your consent on our new patient registration form to ensure that you consent to sharing your health summary
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).
6. When sending your health information to other medical providers such as specialists for the purpose of referrals, we only include information that is relevant to your treatment in such referrals .We have prepared automated templates already on our soft ware (Best practice) for this purpose which would only include your Name, DOB, Address, Current medications , Allergies ,relevant past medical history and relevant investigations. This information is then transferred in a secure and timely manner.
7. At cornerstone family practice, no part of your consultation is recorded or duplicated. In the event of any need for audiovisual recording , duplication or storage of any consultation including telehealth/telephone your written consent would be obtained.

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

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- 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). We obtain your consent prior to sharing your health summary or electronic prescription .
- 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.

De-identified Data is health Data that relates to you but not connected in any way to you (does not include your name, contact information or any other information that can identify you).

Sometimes our practice uses de-identified data to improve the quality of the services we offer to our patients through research. We could sometimes provide this de-identified data to organization involved in research or quality improvement. If you do not want to wish your deidentified data to be shared. You can contact admin@msfamilypractice.com.au

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms such as electronic records, visual records (X-rays, CT scans, videos and photos), audio recordings. Physical records are stored in a secure cabinet

Our practice stores all personal information securely.

Medical information are in electronic format in Best practice software, each medical provider has a unique 2FA password and authentication system that allows access only to them.

There is also a confidentiality agreement for non-clinical staff that states that they understand the practice requirement to protect the privacy of information of all patient records including clinical data, accounts, verbal discussions, written documents etc This privacy statement is binding even if that staff member is no longer employed by cornerstone family practice

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 email to admin@msfamilypractice.com.au and our practice will respond within 30 days to request. There is no fee associated with accessing and correcting your personal information at our practice.

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 admin@msfamilypractice.com.au.

We will take reasonable steps to ensure that your personal information is accurate and up to date. We would also ask you to verify your personal information held by our practice from time to time to ensure that it is correct .

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 kindly inform your GP or email admin@msfamilypractice.com.au if you have any complaints or feedback, At cornerstone family practice we value your feedback.

Our Practice would respond to you in less than 30 days.

You may also contact the Office of the Australian information commissioner(OAIC).

Telephone: 1300 363 992

Postal Address: GPO Box 5218, Sydney NSW 2001

Web: www.oaic.gov.au

Generally, the OAIC will require you to give them time to respond before they investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Policy review statement

The privacy policy for cornerstone family practice would be required regularly (Annually) or earlier if required.

Any new changes to this policy would be updated on our website at www.msfamilypractice.com.au