

# Raymond McMahon Medical Centre - Privacy Policy

Current as of October 2024

## Introduction

This privacy policy is to provide information to you, the patient, on how your personal information (which includes your health information) is collected and used within this 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 this practice, you provide consent for your General Practitioner and the 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?

This practice will need to collect your personal information to provide healthcare services to you. The 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 authorised by law to only deal with identified individuals.

## How do we collect your personal information?

This 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. This may be done when we are using eTP (electronic transfer of prescriptions), dealing with your My Health Record, via Shared Health Summary, and through the secure email system by which we receive reports from Specialists etc.
3. We may also collect your personal information when you book your appointment online, send us an email, telephone us, or communicate with us using social media.
4. 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 this 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 eTP, dealing with your MyHealth Record, via Shared Health Summary and through the secure email system by which we receive reports from Specialists etc.
- Should the practice change hands or merge with another practice, your information may be shared to ensure your on-going medical support, but only to the extent allowable by law

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, this 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.

This 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 this practice in writing.

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

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

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

Your personal information may be stored at the practice in various forms. It is stored via paper records and electronic records.

Raymond McMahon Medical Centre stores all personal information securely. All confidential paper records are uploaded as quickly as possible into the secure electronic system and then the paper records are shredded. The electronic records are protected by secure passwords, with each staff member having their own login. Every effort is taken to ensure that all paper records and electronic records are kept confidential and out of sight of members of the Public.

### **How can you access and correct your personal information at the practice?**

You have the right to request access to, and correction of, your personal information.

This practice acknowledges patients may request access to their medical records. We require you to put this request in writing, duly signed, and the practice will respond within 30 days. Please address your requests to – The Practice Manager, Raymond McMahon Medical Centre, 6 Merryn Close, Endeavour Hills. 3802. Should you wish to email your request (although we do not consider this as a secure method of communication) – please email – [rmmc@rmmc.com.au](mailto:rmmc@rmmc.com.au)

This 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 the 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 The Practice Manager, Raymond McMahon Medical Centre, 6 Merryn Close, Endeavour Hills. 3802. Should you wish to email you request (although we do not consider this as a secure method of communication) – please email – [rmmc@rmmc.com.au](mailto:rmmc@rmmc.com.au)

#### **How can you lodge a privacy-related complaint, and how will the complaint be handled at the 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 the resolution procedure. Please address your complaints to The Practice Manager, Raymond McMahon Medical Centre, 6 Merryn Close, Endeavour Hills. 3802. Should you wish to email you request (although we do not consider this as a secure method of communication) – please email – [rmmc@rmmc.com.au](mailto:rmmc@rmmc.com.au). You may also contact the Practice Manager (Shona Gordon) on 9700 4877. Should she not be available to take your call, please ensure you leave your contact details and reason for calling so that she can contact you as soon as practicable.

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 Office of the Health Services Commissioner on 1300 363 992.**

#### **Privacy and the website**

When you book your appointment through the online booking site, accessible through the website, your personal information is collected. This generates directly into the Raymond McMahon Medical Centre computer system and is not accessible in any other way.

Should you contact us via social media, your information is collected. The response to you will only be general in nature as we do not consider this a secure way of communication.

#### **Policy review statement**

The Privacy Policy is reviewed annually to ensure that it complies with State legislature.