



Coffs and Moonee Medical Centre privacy policy 3.1

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 the practice, and the circumstances in which the practice may share it with third parties.

Why and when your consent is necessary

When you register as a patient of the practice, you provide consent for the 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 the practice needs to use your information for anything else, the practice will seek additional consent to do this.

Why does the practice collect, use, hold and share your personal information?

The 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. The practice may 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 does the practice collect?

The information collected 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 the practice anonymously

You have the right to deal with the practice anonymously or under a pseudonym unless it is impracticable for the practice to do so or unless the practice is required or authorised by law to only deal with identified individuals.

How personal information is collected.

The practice may collect your personal information:

1. When you make your first appointment the practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, the practice may collect further personal information.
Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record/PCEHR system eg via Shared Health Summary, Event Summary.
3. When you make your first appointment with the practice staff will collect your personal and demographic information via your registration.
4. During the course of providing medical services, the practice may collect further personal information.

The practice may also collect your personal information when you visit the practices website, send the practice an email or SMS, telephone the practice, make an online appointment or communicate with the practice using social media.

- The practice sends and receives letters and reports to and from the clinical software to other providers through the use of ADHA (Australian Digital Health Agency) approved secure messaging software. With the education and consent of patients this practice does allow the use of insecure electronic methods of transmitting correspondence containing identifying clinical information including, but not limited to
 - General email
 - Email secured with a non HDHA approved certificate
 - Electronic faxing
 - Unsecured web-based forms

Coffs Medical Centre uses secure messaging delivery via Best Practice, Health Link, online using practice and individually encrypted certificates.



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 the practice shares your personal information?

The practice sometimes shares your personal information:

- with third parties who work with the 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, My Health Record/PCEHR system (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, the practice will not share personal information with any third party without your consent.

The practice will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

The practice will not use your personal information for marketing any of the practices 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 the practice stores and protects your personal information?

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

Electronic records, and visual (xrays, CT scans, videos and photos)

This practice stores all personal information securely. Each computer is password protected. All Staff and visitors sign a confidentiality agreement.

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 is done in consultation with your GP. A consultation is required.

The practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, the practice will ask you to verify that your personal information held by this practice is correct and current. You may also request that the practice correct or update your information, and you should make such requests in writing to The Practice Manager – amandaharrison@coffsmedical.com.au

How can you lodge a privacy-related complaint regarding Coffs or Moonee Medical Centres and how will the complaint be handled by both practices?

The practice takes complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. The practice will then attempt to resolve it in accordance with the resolution procedure. To The Practice Manager amandaharrison@coffsmedical.com.au or Phone: 6648 5222 or mailing address Coffs Medical Centre 42-44 Gordon Street, Coffs Harbour NSW 2450. Time around time frame for a response 30days. 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.

Policy review statement. That this privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur.