



# Coffs and Moonee Medical Centre Privacy Policy 3.1

## Introduction

Coffs and Moonee Medical Centre are committed to protecting the privacy and security of your personal health information. This Privacy Policy outlines how we collect, use and safeguard your data in accordance with applicable laws and regulations.

## Consent

When you register as a patient of the practice, consent is requested from you for the GPs and practice staff to access and use your personal information, so you can be provided 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).

## Information Collected.

The information collected about you includes your:

- Personal information: Includes names, date of birth, addresses, contact details, Medicare number, health identifiers. Personal information will be checked regularly to ensure this is up to date.
- Medical information: Includes medical history, medications, allergies, treatment records, test results and other health-related data.

## 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:

- When you make your first appointment the practice staff will collect your personal and demographic information via your registration, this may be verbally or written via paper or electronic means.
- While providing medical services, the practice may collect further personal/medical information.
- Information can also be collected through electronic transfer of prescriptions (ETP), My Health Record/PCEHR system. Transferring medical records from previous clinics.
- The practice may also collect your personal information when you visit the practices website, send the practice an email or SMS, telephone the practice or make an online appointment.
- The practice uses AI as a listening tool for transcription purposes. The platform that is used fully complies with the Australian Privacy Principles.

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).

## How personal information is sent and received.

Medical correspondence is sent and received via clinical software using ADHA (Australian Digital Health Agency) approved secure messaging software. The practice uses secure messaging via Best Practice, Health Link, online using practice and individually encrypted certificates. HotDoc is used as a secure platform enabling medical practitioners to communicate with patients.

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

## Sharing Your Information

The practice may share your information in the following circumstances:

- **With your consent:** When you authorise us to share your information with others
- **For Treatment Purposes:** With other healthcare providers involved in your care
- **For Billing and Insurance:** With your insurance provider or a billing company
- **As Required by Law:** to comply with legal requirements or respond to legal processes.
- **In Emergency Situations:** When necessary to protect your health and safety or that of others.
- While providing medical services My Health Record/Personally Controlled Electronic 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, 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.

## How your information is protected.

The practice has Electronic and Paper records

The practice uses advanced encryption technologies and secure systems to protect your electronic data.

Paper Records are stored securely and destroyed by means of shredding when no longer required.

All Staff and visitors are required to sign a confidentially agreement.

## Your Rights

**Access:** You have the right to request access to your personal health information and obtain copies of it.

**Correction:** You can request corrections to any inaccuracies in your medical records.

**Restriction:** You can request restriction on how we use and disclose your information.

Requests will need to be in writing via a practice form or a doctor may request this to be completed via a consultation.

## Data Retention

The practice retains your personal health information for as long as required by law and for as long as necessary to fulfill the purposes for which it was collected. When data is no longer needed, it will be securely disposed of.

## Changes to This Policy

The practice will regularly review and update this policy to reflect changes in the practice or legal requirements.

## Contact Us – Complaints

If you have any questions or concerns about this Privacy Policy, how the practice handles your personal information, or you believe your privacy rights have been violated and wish to file a complaint please call the practice on 66485222 or in writing –

The Practice Manager  
Coffs Medical Centre  
42-44 Gordon Street  
Coffs Harbour 2450

Email – [amandaharrison@coffsmedical.com.au](mailto:amandaharrison@coffsmedical.com.au)

Please allow a time frame of 30 days to resolve in accordance with the resolution procedure.

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 OAIC on 1300 363 992.