

# Sunstate Family Practice Privacy Policy

## **Introduction:**

Sunstate Family Practice is committed to ensuring your personal information is professionally managed in accordance with all Australian Privacy Principles (APPs). This private 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 share it with third parties.

## **What personal information we collect and why:**

When you register as a patient of our practice, your doctor and/or their support team will need to collect your personal information so they can provide you with the best possible healthcare services. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and normal business processes. Only practice staff that needs to see your personal information will have access to it. All staff at Sunstate Family Practice has signed a Confidentiality Agreement as part of their employment contract with us.

What personal information do we collect:

- Your name, address, date of birth, contact details (including next of kin and emergency contact)
- Medical information including medical history, medications ,allergies, adverse events, immunisations, social history, family history, risk factors and any treatment you may have already received such as past surgeries etc.
- Medicare Number or DVA number for identification and claiming purposes.
- Healthcare Identifiers
- Health Fund Details
- Pension, Health Care and Senior Card numbers

## **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 with our practice our staff will ask you to fill out our New Patient form.
2. During the course of providing medical services, we may collect further personal information. This can be by receiving records from your previous practice correspondence with other health care providers and My Health Records.
3. We may also collect your personal information when you visit our website, send us email, telephone us, make an appointment and respond to SMS reminders. (Please note we will only communicate medical information via email if given consent as this is not secure).
4. If it is not possible or practical to collect the information directly from you , we may also collect this information from your guardian or responsible person, other healthcare providers, hospitals, community health services, pathology and diagnostic imaging services.

## **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 requested or authorised by law to only deal with identified individuals. Those patients who won't provide our practice with their identity, with corresponding documents will be required to pay for all consultations in full and won't receive a Medicare rebate.

## **When, why and with who do we share your personal information with:**

- Other Healthcare providers
- Third Parties who work with with our practice for Business purposes (such as IT providers and accreditation agencies)
- Statutory requirement to lawfully share certain personal information such as mandatory notification of certain diseases
- When necessary to lessen or prevent a serious threat to a patient's life or safety ,health or safety or public health or safety or it is impractical to obtain the patients consent
- Court Subpoenas required or authorised by law
- During the course of providing medical services through Electronic Transfer of Prescriptions (eTP), or My Health Record System (e.g via Shared Health Summary,Event Summary)

- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For the purpose of confidential dispute resolution process
- Third parties to whom you have given written consent to release your medical information (i.e Insurance companies, Lawyers, Workcover etc).
- 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.
- Only those people that need to access your personal 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 your 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.

### **How we store and protect your personal information:**

Your personal information may be stored at our practice in various forms. The majority of our records are in electronic format. Any correspondence received in an alternative method e.g post, are then scanned into your personal record and then the paper document is shredded. Xrays, CT scans, MRI scans etc are not held by the practice and are the responsibility of the patient. Documented photos are stored in your electronic records.

Our practice stores all personal information securely using individual passwords, confidentiality agreements for any staff or contractors entering the premises. The system is maintained within the practice and also via our IT consultants; encrypted back-ups of all data are performed daily.

### **How you can access and correct 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. We will ask you at different times to verify your information held by our practice is correct and up to date.

You have the right to access and correct personal information that we hold about you in electronic and hard copy format.

If you wish to access or correct your personal information we request that you put it in writing and contact the Practice Manager (Sunstate Family Practice Po Box 3060 Victoria Point West Qld 4165 or email [manager@sunstatefamilypractice.com.au](mailto:manager@sunstatefamilypractice.com.au)). Your request for access and/or correction will be processed within 30 days.

While we do not charge an application or processing fee you will be charged administration, photocopying or other fees to reasonably cover our costs in fulfilling your request.

## **How can you lodge a privacy related complaint and how it will be handled at our practice:**

If you have any concerns about our privacy or wish to make a complaint about a privacy breach please contact our practice in writing and please provide us with sufficient details regarding your complaint together with any supporting information. We will take steps to investigate the issue and will notify you in writing of the outcome within 30 days from the receipt date of the original complaint.

If you are not satisfied with our response you can contact us directly to discuss your concerns or lodge a complaint with the **The Office of the Health Ombudsman:**

Telephone: 133 646

Postal Address: GPO 13281 George Street, Brisbane Qld 4001

Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

Web: [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

## **Policy Review Statement:**

This Privacy policy will be regularly reviewed to ensure it is in accordance with any changes that may occur. We will advise our patients via our website or notifications within the practice.

Reviewed 08.06.23