



MIND & BODY CARE INTEGRATIVE MEDICAL CENTRE

Privacy Policy

Current as of: 10/04/2020

Introduction

Our clinic is committed to best practice in relation to the management of information we collect. This privacy policy has been developed to protect patients' privacy in compliance with the Privacy Act 1988 ('the Privacy Act') and the Australian Privacy Principles (APPs). Our 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, as well as information on how to access or correct your personal information and how to raise your concerns.

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.

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 (e.g. staff training) as well as clinical research using unidentified data. Other purposes include:

- to communicate with you in relation to the health service being provided to you
- to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or mandatory reporting under applicable child protection legislation.
- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, management of our IT systems



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- for consultations with other doctors and allied health professional involved in your healthcare
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories
- for identification and insurance claiming
- If you have a My Health Record, to upload your personal information to, and download your personal information from, the My Health Record system
- Information can also be disclosed through an electronic transfer of prescriptions service
- To liaise with your health fund, government and regulatory bodies such as Medicare, the Department of Veteran's Affairs and the Office of the Australian Information Commissioner (OAIC) (if you make a privacy complaint to the OAIC), as necessary.

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
- your specialist reports and test results
- your appointment and billing details
- your prescriptions and other pharmaceutical purchases
- your dental records
- your genetic information
- any other information about your race, sexuality, religion, way of life and belief system, when collected by a health service provider
- other information within the above definition



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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?

Our practice may collect your personal information in several different ways including:

1. From you directly when you provide your details to us. This might be via a face to face discussion, telephone conversation, registration form or online form. 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.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment.
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).
5. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.
6. Other means if needed within the above definition.



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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 APPs and this policy
- with other healthcare providers
- when it is required or authorised by law (e.g. 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 (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g. 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, 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.

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

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



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How do we store and protect your personal information?

Our staff are trained and required to respect and protect your privacy. We take reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure. Your personal information is stored at our practice in an electronic form. All paper records are scanned, shredded and destroyed. Our practice stores all personal information securely using electronic format with at least two password layers.

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 which we hold about you. Our practice acknowledges patients may request access to their medical records. The preferred method is to do this in person by booking a 30 minutes appointment. This will allow us to promptly attend to your request and deal with any issues. Otherwise, we require you to put this request in writing through completing Personal Information Access Request form available on our website under Documents. Our practice will respond within 30 days. There will be up to \$100 fee depending on the amount of time and material anticipated to be used to comply with your request. Request maybe refused in accordance with APPs 12.3.

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 using a new patient registration form and completing the applicable sections. If the change is minor, it can be done verbally during your next visit.

For further details on how to access and correct your health record, please contact our practice as noted below under 'Contact Details'.

Overseas disclosure

We may disclose your personal information to the following overseas recipients:

- any practice or individual who assists us in providing services (such as where you have come from overseas and had your health record transferred from overseas or have treatment continuing from an overseas provider)
- overseas based cloud storage
- anyone else to whom you authorise us to disclose it



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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. Please discuss with us if you have any concerns through our contact details below. Otherwise, you can express any privacy concerns you may have in writing. We will then attempt to resolve it as soon as possible.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Phone: 1300 363 992 Email: enquiries@oaic.gov.au Fax: +61 2 9284 9666

Post: GPO Box 5218 Sydney NSW 2001 Website: <https://www.oaic.gov.au>

Or to the Office of the Health Complaints Commissioner:

Phone: 1300 582 113 Website: <https://hcc.vic.gov.au>

Post: Health Complaints Commissioner

Level 26 570 Bourke Street Melbourne, 3000 Victoria, Australia

Policy review statement

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. Updates will be publicised on the practice's website.

Contact Details

Mail Mind & Body Care Integrative Medical Centre

65 High Street Elmhurst Vic 3469

Email welcome@mindandbodycare.com.au

Tel (03) 5354 8431

Fax (03) 5354 8359