
PRIORITY HEALTH GROUP & EMERALD SURGERY

PRIVACY POLICY

INTRODUCTION

We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

This Privacy Policy is current as of **05/06/2021** and is reviewed annually. From time to time, we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in the practice.

COLLECTION

We collect information that is necessary and relevant to provide you with medical care and treatment and manage our medical practice. This information may include your name, address, date of birth, gender, health information, family history, credit card and direct debit details and contact details. This information may be stored on our computer medical records system and/or in handwritten medical records.

Wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals, other health care providers, and the Myhealth record system.

We collect information in various ways, such as over the phone, or in writing, in person in our clinics or over the internet if you transact with us online. This information may be collected by medical and non-medical staff. In emergency situations we may also need to collect information from your relatives or friends. We may be required by law to retain medical records for certain periods of time depending on your age at the time we provide services.

USE AND DISCLOSURE

We will treat your personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment. For example, the disclosure of blood test results to your specialist or requests for x-rays.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals, debt collection agents, the electronic transfer of prescriptions service or to the

Myhealth record system. We may also from time to time provide statistical data to third parties for research purposes.

We may disclose information about you to outside contractors to carry out activities on our behalf such as an IT service provider, solicitor or debt collection agent. We impose security and confidentiality requirements on how they handle your personal information. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

DATA QUALITY AND SECURITY

We will take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. For this purpose, our staff may ask you to confirm that your contact details are correct when you attend a consultation. We request that you let us know if any of the information we hold about you is incorrect or out of date.

Personal information that we hold is protected by:

- securing our premises
- placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification, and disclosure; and
- providing locked cabinets and rooms for the storage of physical records.

CORRECTIONS

If you believe that the information, we have about you is not accurate, complete, or up to date, we ask that you contact us in writing (see details below).

ACCESS

You are entitled to request access to your medical records. We request that you put your request in writing and we will respond to it within a reasonable time.

There may be a fee for the administrative costs of retrieving and providing you with copies of your medical records.

We may deny access to your medical records in certain circumstances permitted by law, for example, if disclosure may cause a serious threat to your health or safety. We will always tell you why access is denied and the options you must respond to our decision.

OVERSEAS TRANSFER OF DATA

We will not transfer your personal information to an overseas recipient unless we have your consent, or we are required to do so by law.

HOW CAN YOU LODGE A PRIVACY RELATED COMPLAINT, AND HOW WILL THE COMPLAINT BE HANDLED AT OUR PRACTICE?

We take complaints and concerns about the privacy of patients' personal information seriously. Patients should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with its complaint resolution procedure.

PLEASE ADDRESS ALL COMPLAINTS TO:

Managing Director
C/O: Priority Health Group & Emerald Surgery
53 Ruby Street Emerald | 46 Ruby Street,
Emerald QLD 4720,
or email: schifadza@priorityhealthgroup.com.au

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. We will endeavour to respond to all complaints within a reasonable time, which will not be longer than 21 working days.

POLICY REVIEW STATEMENT

This policy will be reviewed and updated / amended annually.

Contact us in regard to any privacy concerns on:

Phone: 07 4910 7800
Fax: 07 3040 4434
Email: myGP@priorityhealthgroup.com.au

POST

C/O – Managing Director
Priority Health Group - 53 Ruby Street | Emerald Surgery – 46 Ruby Street
Emerald, QLD 4720

For more information, visit the website of the Office of the Australian Information Commissioner. You will be able to access a range of general and health related privacy information here <http://www.oaic.gov.au/> If the complaint has not been resolved to your level of satisfaction all complaints should be directed to:

The Federal Privacy Commissioner
Level 8 Piccadilly Tower
133 Castlereagh Street
Sydney NSW 2000
Privacy Hotline: 1300 363 992

SUPPORTING DOCUMENTATION

National Privacy Principles
Freedom of Information Act 2001

DOCUMENT REVIEW DETAILS

Review Date: **June 2021**
Next Review: **June 2022**
Approving officer: **Saru Chifadza**
Position: **Managing Director**
Priority Health Group & Emerald Surgery