

# Toukley Family Practice Privacy Policy

Current as of: May 2023

## Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected, stored and used within our practice, and the circumstances in which we may share it with third parties.

## 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 (eg staff training).

## 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.

## 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.

1. 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. Additional information may be collected through electronic transfer. This may include but is not limited to personal information contained in prescriptions (eTP), and personal information obtain from your My Health Record. Consent will be obtained prior to collecting additional information through electronic transfers.
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 or communicate with us using social media.
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).

## 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 Australian Privacy Principles 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 (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, 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. You can let our reception staff know if you do not want your information included.

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

## How do we store and protect your personal information?

Your personal information is stored at our practice in electronic format. We use automation technologies to generate communication relating to referral letters, recalls and reminders for individual patients. This ensures that the relevant medical information is accurate.

Our practice stores all personal information securely on site via a secure server. The server is backed up daily to external hard drives which are encrypted. All computers in the practice are password protected and not accessible by the general public. All employees are bound by a confidentiality agreement that supersedes their employment.

## 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.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within a reasonable time, being less than 30 days from receipt of the request. A patient health summary is available free of charge, however should you require your complete medical file, a fee is payable for the records are released. This fee is outlined in our schedule of fees.




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 to the practice manager (details below).

## 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. You should express any privacy concerns you may have in writing to the practice manager. We will then attempt to resolve it in accordance with our resolution procedure. Complaints must include your name, contact details and date of birth so that we can identify you as a patient. Please forward your complaint to the Practice Manager (details below) who will respond to your concerns within 10 business days.

You may also contact the Office of the Australian Information Commissioner (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.

Patients have the right to contact the Health Care Complaints Commission which handles inquiries from people who are concerned about the quality of the health care provided to them or to a family member or friend.

<b>Telephone</b>		<a href="tel:(02)92197444">(02) 9219 7444</a>
<b>Toll Free in NSW</b>		<a href="tel:1800043159">1800 043 159</a>
<b>TTY service for the hearing impaired</b>		<a href="tel:(02)92197555">(02) 9219 7555</a> or contact the National Relay Service on <a href="tel:133677">133 677</a>
<b>Fax</b>		<a href="tel:(02)92814585">(02) 9281 4585</a>
<b>Email</b>		<a href="mailto:hccc@hccc.nsw.gov.au">hccc@hccc.nsw.gov.au</a>
<b>Office address</b>		Level 12, 323 Castlereagh Street (corner of Hay St) SYDNEY NSW 2000

## Practice Details

**Toukley Family Practice** – ABN 53 103 105 611 – 37-41 Canton Beach Road Toukley NSW 2263

**Phone:** 02 4352 8600

**Fax:** 02 4352 8646

**Email:** [2ic@toukleydoctors.com.au](mailto:2ic@toukleydoctors.com.au)

**Practice Manager:** Kelly Pearce - 02 4352 8643 – [Kelly.pearce@toukleydoctors.com.au](mailto:Kelly.pearce@toukleydoctors.com.au)

This Privacy Policy is reviewed annually to ensure compliance with the Australian Privacy Principles.

## Disclaimer

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