

## **PRIVACY POLICY**

### **DONNYBROOK FAMILY DOCTORS**

This 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.

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). All medical records and information is considered confidential and a high level of security is maintained when dealing with all personal health information.

#### **WHY AND WHEN CONSENT IS REQUIRED:**

When registering at a new clinic, patients give consent for GPs and practice staff to access and use their personal information provide healthcare services. This information is also used it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

#### **THE TYPE OF INFORMATION WE COLLECT:**

- 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.

#### **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 (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 My Health Record Shared Health Summaries and Government campaigns for Immunisations, cervical screening and bowel screening registers
- In transfer of medical records (TOR) to another GP Practice (requiring written patient consent)

## **HOW CAN YOU ACCESS YOUR MEDICAL RECORDS?**

Patients also have the right to access their personal medical records. The practice must respond to requests within a reasonable period (30 days) and the identity of the person must be verified and a document sheet signed. Consent is also required when transferring new patient files or for the release of any information. Patients must fill in and sign consent forms.

## **HOW DO WE STORE AND PROTECT YOUR PERSONAL INFORMATION?**

Your personal information is stored at our Practice as an electronic record under Best Practice Management software protected by two levels of data encryption and accessed by secure passwords. All staff and contractors have signed confidentiality agreements. Any paper records are scanned to the clinical system and disposed securely via a certified confidential waste shredding company. Staff adhere to data security procedures and policies as well as information security measures including not sharing passwords or login access

## **WARNING REGARDING THE SECURITY OF EMAIL COMMUNICATIONS**

Please note that our email service is not encrypted, and therefore we cannot guarantee the security of our email communications. There is a risk that emails and/or attachments could be read by someone other than the intended recipient (for example, as a result of widespread hacking, or because someone accesses your email account).

For this reason, we discourage health providers from sending emails to us with personal information about patients, and we discourage patients from sending emails to us with their own personal information.

However, in certain circumstances, we may agree to email a patient with a response to a query and/or with information or documentation that has been requested which does include your health information, provided that the patient has confirmed and accepted the risks associated with email communications. Before we do so, the practice will verify the patient's identity and email address. We may also require you to put into writing that you have considered and accepted the risks associated with email communications.

**If you require us to send any information related to you via email, we will encrypt the concerned document(s) and you will have to call us and prove your identity before we share the password for the same.**

## **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 **Practice Manager at [manager@dfdoctors.com.au](mailto:manager@dfdoctors.com.au) or call (08) 9731 1888**. We will then attempt to resolve it in accordance with our resolution procedure. We aim to address all written complaints and concerns within 30 days.

You may also contact the Health Care Complaints Commission. 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.

### **PRIVACY AND OUR WEBSITE**

Our Practice may from time to time undertake e-mail campaigns or newsletter subscriptions via the website. You are asked about your consent during the patient registration process and can withdraw consent at anytime.

### **POLICY REVIEW STATEMENT**

This policy will be reviewed every 12 months and in line with legislation changes and the Practice's updated use of social media or other data systems. Patients can access updated changes via the website as well as request via email to [\*\*manager@dfdoctors.com.au\*\*](mailto:manager@dfdoctors.com.au)