

Doctors of Ivanhoe - Privacy Policy

Current as of: 05/01/2023

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected 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:

- 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
- Photo Id for patients who are not registered with Medicare.
- Healthcare identifiers
- Insurance details if applicable
- Employer details if applicable

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 will collect your personal information:

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 or share further personal information.

Information can also be collected through Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system, eg via Shared Health Summary, Event Summary, email, fax and mail via post.

Doctors of Ivanhoe do not routinely send personal details via email, unless the information has been encrypted or the patient has given consent to do so when other forms of communication are not suitable.

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 or mail. We do not recommend patients use social media or email to contact our Practice, please phone our reception staff on 9497 1644.

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 Veteran's Affairs (as necessary).
 - Employer – If applicable
 - Insurance company (including Workcover / TAC)

Who do we share your personal information with?

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
- with third parties involved in a Workcover / TAC claim if applicable
- 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 Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (eg via Shared Health Summary, Event Summary). MD exchange, Fax.

Our practice may use your personal data to improve the quality of services we offer to our patients through research and analysis of our patient data. We may provide de-identified data to improve population health outcomes. We partner with Eastern Melbourne Primary Health Care Network under a government run initiative to help with planning health services across our community. Encrypted de-identified data is extracted by a cloud based software know as POLAR to assist with improving health care services in our area. This also helps our practice internally to provide you with the best GP care. You can let our reception know if you do not want your information included.

Only people that 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.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms as follows:

Paper records (archived paper files), Electronic Records (Medical and Billing software), Radiology (x-rays CT scans, MRI's etc), Photo's (Medical software), CD's and Audio Recordings if applicable.

Our Practice holds all personal information securely. Electronic records are backed up and stored off-site in a secure location. Paper records are stored on-site in a 'staff only' area, in locked cabinets or off-site in a secure location. All staff and contractors have signed a confidentiality agreement and have been issued with a personal password allowing computer access only to those areas needed to perform their work duties.

How can you access and correct your personal information at our practice?

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing addressed to your regular doctor or the Practice Manager, and our practice will respond within a reasonable time of up to 30 days unless urgent access is required.

Transfer of your medical information will be sent via encrypted electronic format, CD or paper print out. All non-electronic transfers of history are sent via registered post or faxed. Reasonable charges as per the Victorian Health Record act <https://www2.health.vic.gov.au/about/legislation/health-records-act> may apply.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up-to-date. Our staff will regularly ask you to verify your personal information held by our practice to ensure it is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests in writing to your regular doctor or to the Practice Manager, practicemanager@dr131.com.au or by post.

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. We will then attempt to resolve it in accordance with our resolution procedure within 30 days.

Please address your concerns to:

The Practice Manager
Doctors of Ivanhoe
131 Upper Heidelberg Road
Ivanhoe. Vic. 3079
03 9497 1644
practicemanager@dr131.com.au

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 or call the OAIC on 1300 336 002

or you may contact the Health Complaints Commissioner, 30th Floor, 570 Bourke Street, Melbourne. 3000. Phone 1300 582 113

Privacy and our website

Our website is used to inform patients about general information, staff and services offered at Doctors of Ivanhoe.

Our website also offers a link for our patients to book on-line appointments via Health Engine.

Please refer to Health Engine web site for their information on Privacy www.healthengine.com.au

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will change the date of our policy to reflect the latest version and a notice will be placed in the waiting room to advise patients' of the latest policy change.