



## Introduction

This policy provides you, our patient, with information on how your personal information, including your health information, is collected and used within our practice, and the circumstances in which it may be shared 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, including via eHealth summaries or from other practitioner's letters and results.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an 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 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 eTP, My Health Record (eg via Shared Health Summary, Event Summary), or with your permission to share information to you coaches and selected school staff.

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.

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

Our practice takes all responsible measures to ensure that it stores all of your personal information securely.

Your personal information may be stored at our practice in various forms, including appropriately filed paper based records and secured electronic records, with online back up that is stored within the Australia jurisdiction and is kept secure by our Information Technology team in a professional electronic medical record storage facility.

## 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 to our practice manager or one of our principal doctors, James Taylor and Tracy Shang, who will then be able to forward your request to the appropriate specialist or allied health practitioner. Our practice will endeavor to respond within a reasonable time (generally within 20 business days). A reasonable fee may be charged for copying aspects of the file, depending on their complexity, volume, and the need for redaction of proprietary information that was stored on your file but the file itself always belongs to Australian Sports Doctors, Australian Sports Physiotherapy or whichever specialist/allied health group that you have consulted with under the AOSM umbrella. Information that may be harmful to a patient's mental health may legally be omitted from the supplied copy of records but this is an unusual circumstance.

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 our practice manager.

## 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. Please address your complaint in writing to the Practice Manager at 9/214 Burgundy Street, Heidelberg 3084. Our practice will endeavor to respond within a reasonable time (generally within 20 business days).

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 website does not collect or store detailed information about your personal or health information. Routine analytics may be used to improve website performance but does not store your detailed personal and health information.

## Policy review statement

This privacy policy will be reviewed regularly to ensure that it is in accordance with any legislative or technological changes that may occur. This policy will be updated on our website as soon as reasonably practicable once the policy is amended.

Current as of: 1/4/2018