

Hurstbridge Medical Centre

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HMC Privacy Policy

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 (e.g. 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
- 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 authorized 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 further personal information. (Our Practice participates in the electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary)
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 our website contact form.
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).

[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 (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 Electronic Transfer of Prescriptions (eTP), MyHealth Record system (eg via Shared Health Summary, Event Summary).

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.

*Only relevant medical information will be shared with other healthcare providers. Our clinical software gives our General practitioners the ability to choose which information to be sent out.

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 – Electronic records, paper records and visual ie. X-rays, CT scans, photos

Our Practice stores all personal information securely – All our electronic records are protected in our information system with password authority. Any hard copies are within a locked and security monitored building. All staff and contractors have confidentiality agreements in place

[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 30 days. A fee may be incurred for recovery, inspection, collating, copying, postage and recovery of records off-site if applicable. 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 your personal information held by our Practice 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 or email to the Practice on info@hurstbridgemedical.net.au

[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 or email (address details on page one). We will then attempt to resolve it in accordance with our resolution procedure within a reasonable time frame not exceeding 30 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 or call the OAIC on 1300 336 002.
You can also contact the Health Services Commissioner of Victoria
Phone 1300 582 113, Fax (03) 9032 3111 or write to Level 26, 570 Bourke Street, Melbourne, Vic
3000. Visit www.health.vic.gov.au/hsc

[Privacy and our website](#)

All of the above privacy policy applies via interaction on our website.

[Policy review statement](#)

This Privacy Policy is reviewed regularly to ensure it is in accordance with any changes that may occur. Notification of any amendments to this policy will appear on our website as well as notification within our waiting room area.