

Privacy Policy

Jaross GP PTY LTD (ACN 166 312 2885) operating as St Albans Medical Services

Current as of 1/10/2018 update due 1/10/2019

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 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.

<p>Jaross Group Level 1, 242 Hoppers Lane Werribee VIC 3030</p>	<p style="text-align: center;">Confidential Information</p> <p>Access to this information and documentation is permitted only for its authorised business purpose by authorised personnel subject to confidentiality and non disclosure provisions.</p> <p style="text-align: center;">Printed Material is uncontrollable once printed and Valid Only As of Version Date</p>	<p style="text-align: right;">Version Date: 1/10/2018</p> <p style="text-align: right;">Page 1 of 4</p>
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How do we collect your personal information?

Our practice may collect your personal information in several different ways.

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- We may collect your personal information incidentally in the course of audio and video recording of our reception area for security and quality assurance purposes.
- During the course of providing medical services, we may collect further personal information.
- Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, e.g. via Shared Health Summary, Event Summary. You will need to specify if your practice participates in any of these eHealth services.
- 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.

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 (e.g. 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 (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g. via Shared

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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.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms.

The practice stores information as:

- a. electronic medical records
- b. photographs in certain medical condition that is required to monitor progression
- c. telephone calls for quality and training purposes
- d. May store video and audio recordings of the reception area, clinic perimeter and corridors for safety/ security/training purposes.

Our practice takes reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification and disclosure.

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. We will respond to your request within 7 days. We may charge you fees for complying with your request, depending on what is requested and the amount of work involved.

Our fees are aligned to the directives issue by the Victorian Health Complaints Commissioner and published on its website. (<https://hcc.vic.gov.au/healthcare-providers/health-records>).

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 sms@stalbansmed.com.au.

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Notifiable data breach scheme

If there is a loss, or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, we will investigate and notify you and the Office of the Australian Information Commissioner (OAIC) as soon as practicable, in accordance with the Privacy Act 1988 (Cth).

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.

Our contact detail is: sms@stalbansmed.com.au (preferred) or The Practice Manager, St Albans Medical Services, 264 Main Road East, St Albans VIC 3021.

You may also contact the Office of 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 363 992.

We are also regulated in our handling of health information by the Victorian Health Complaints Commissioner. For further information visit www.hcc.vic.gov.au or call the Commissioner on 1300 582 113.

Policy review statement

We may change this privacy policy from time to time. You can find our up-to-date Privacy Policy posted on our website from time to time.

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