

OBERON MEDICAL CENTRE

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 (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. This can be using paper base format or electronically such as new patient registration form or our quality improvement activities.

2. 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, eg via Shared Health Summary, Event Summary.

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.

3. 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).
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- 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, eg via Shared Health Summary, Event Summary.
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment. Please not due to security concerns we request you do not send your private medical information
- 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
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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.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

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

We are becoming a paperless practice. We aim to store all your record in electronic format. If we receive any records in paper format, after scanning to your file in electronic format, we will securely destroy the paper based records.

Our practice stores all personal information securely.

We have contracted a trusted IT –partner to securely manage your records onsite. Our data storage, Server and workstations are protected by anti-virus software's and secure passwords. We have also implemented multi-level of user access to prevent any unauthorized access to the data. Our server and database are monitored 24/7 for any data breach, and we have process to promptly act if we are affected by a data-breach.

Electronic patient records, personal information, financial information etc are securely stored using individual passwords, confidentiality agreements for any staff and or contractors entering the premises. This system is maintained both within the practice, and via our IT consultants. Encrypted Back-ups of all data are performed daily and held securely in the event of a fire etc

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 by completing our patient consent form to release the information and our practice will respond within a reasonable time. [We take around 30 days to respond to such requests and a fee may be payable depending on the complexity of such requests].

You must also provide, within your initial request, a statement identifying that the request is not required for any legal matters. We 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.

We will not be sending any private health information to you in this way without your express written and documented consent, within your health records. By providing us with written consent you are accepting any and all risks associated with communicating via email.

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 the reception manager, reception@oberonmedical.com.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. We will then attempt to resolve it in accordance with our resolution procedure

Please contact our practices via the following methods:

1. Postal: Practice Manager, 148 Oberon Street, Oberon, NSW 2787
2. E-mail: reception@oberonmedical.com.au
3. In business hours Ph: 02 6336 1505

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 363 992.

Privacy and our website

Our websites <https://oberonmedicalcentre.com.au/> is available for your convenience. You may contact us through our website via e-mail.

Due to privacy and security regulations, communication via email is not preferred. No password or encryption creates a risk that your e-mail may be intercepted, and read, by a third party.

We will not be sending any private health information to you in this way without your express written and documented consent, within your health records. By providing us with written consent you are accepting any and all risks associated with communicating via email.

Please note: We do not provide medical advice via e-mail and our website is general advice only. Please see your doctor for any medical advice required. Our practice newsletter is provided for those patients who subscribe.

Facebook page for Oberon Medical Centre is utilised as information and advertising platforms to reach our population. Instant messaging services are not utilised on these pages nor will be responded to as this mailbox is unmonitored. All contact with the surgery is to be through the website or by phoning the surgery.

Cookies and Pixels

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any personal information (e.g. name, address, email address or telephone number). Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. This may, however, prevent you from taking full advantage of our website. Our website uses cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies and pixels may be used to serve relevant ads to website visitors through third party services such as Google Adwords and Facebook Adverts. These ads may appear on this website or other websites you visit.

Policy review statement

Our privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify our patients via our website and a waiting room poster when we amend this policy.

Disclaimer

The *Privacy policy template for general practices* is intended for use as a guide of a general nature only and may or may not be relevant to particular practices or circumstances. The Royal Australian College of General Practitioners (RACGP) has used its best endeavours to ensure the template is adapted for general practice to address current and anticipated future privacy requirements. Persons adopting or implementing its procedures or recommendations should exercise their own independent skill or judgement, or seek appropriate professional advice. While the template is directed to general practice, it does not ensure compliance with any privacy laws, and cannot of itself guarantee discharge of the duty of care owed to patients. Accordingly, the RACGP disclaims all liability (including negligence) to any users of the information contained in this template for any loss or damage (consequential or otherwise), cost or expense incurred or arising by reason of reliance on the template in any manner.