



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 doctors 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:

- name, 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.

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.
3. We may also collect your personal information when you visit our website, use our online Patient Portal, send us an email or SMS, telephone us or make an appointment.

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).

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, transmit and protect your personal information?

Your personal information may be stored at our Practice in various forms including paper records, electronic records and visual records (x-rays, CT scans, photos and videos).

Our Practice stores all personal information securely. All electronic records are stored in encrypted form on an Australian government certified Cloud-based platform. These records are only accessible to our doctors and practice staff.

Our Practice usually transmits your personal information to other health professionals via Medical Objects, a secure messaging service designed to transmit medical information. We will sometimes use e-mail when communicating with yourself or other health professionals. E-mail security depends on the

senders' and receivers' e-mail settings, as well as the e-mail provider. Our Practice uses known e-mail providers such as Gmail and our staff require two-factor authentication to access work e-mails.

We minimize the use and storage of records in any hard copy format. Any physical records that do require storage are kept within the secure environment of the practice, converted to a digital format as soon as is practicable, and then destroyed.

All staff employed within the practice adhere to strict confidentiality agreements regarding the personal information of our patients.

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 either email, post or deliver your request to the Practice and we will respond within a reasonable time (30 days). Your medical records will be provided to you in either a digital or hard copy format, and you may be charged a small fee to cover any administrative costs associated with this provision.

Full or partial access to your medical records may be refused in circumstances where:

- disclosure of health information may result in physical or mental harm to you or another person;
- the information may impact on the privacy of other individuals;
- information relates to existing or anticipated legal proceedings;
- where denying access is required or authorised by law. If your request to access your medical records is refused, our practice will provide a written notice that sets out:
 - the reasons for refusal (except where disclosure of the reasons would be inappropriate); and
 - the mechanisms available to complain about the refusal.

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 and email to admin@drandrew-evans.com

Consent

- I provide consent for Dr Andrew Evans to collect, use and disclose my personal information as outlined above;
- I provide consent for messages to be left with immediate family members (e.g. appointment confirmation);
- I understand that I am entitled to access my own health records, except where access would be denied as outlined above; and
- I understand that I may withdraw my consent to use and disclosure of my personal information (except when legal obligations must be met)
- I provide consent, for when necessary during the course of my care, for Dr Evans to request the release of medical records from your GP, other specialists, or hospitals where you have been treated.