

Privacy Policy

Current as of: 17.05.2023

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, including real-time audio/visual recording, duplication and storage of a consultation, such as those conducted via telehealth or remotely, we will seek additional consent from you to do this. Consultations within this practice via video or telehealth are not recorded, duplicated, or stored.

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).

Definition of a patient health record

The primary purpose of a patient health record is to hold the personal and health information about a patient that is required to ensure effective care. Good patient information supports appropriate clinical decisions.






Health information includes information or opinions about the health or disability of an individual and a patient's wishes about future healthcare. It also includes information collected in connection with the provision of a health Service.

Our practice may record patient health information on paper and in electronic records, X-rays, CT scans or photos.

Patient health information may be collected by a GP directly from the patient or from a third party in the course of providing a healthcare service.

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. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, for example via Shared Health Summary, or an 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 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:
 - a. your guardian or responsible person
 - b. other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology & diagnostic imaging services
 - c. 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).
- 📄 Document automation technologies are used through our medical software when generating referral letters, particularly so that only the relevant medical information is included.

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 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, including:

- 📄 Electronic clinical records, electronic communications, paper records, visual records including ct scans, x-rays and radiology films.

Our practice stores all personal information securely.

- Any electronic records and communications are stored in our secure server environment, located in a local offsite location. These records are password protected
- Any written records including transferred hard copy medical records are stored in a secured environment onsite and can only be accessed by staff, or practitioners.
- Any staff, or practitioners accessing this information, are bound by confidentiality agreements.

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. Any reasonable costs incurred by the practice to comply with this request, may be billed to you as a fee.

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 practice and deliver this either in person, by mail, or by un-secured email to: enquiries@integrativehealthsolutions.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. These can be sent to us at 13 Laffers Road Belair via mail, or in person, or by un-secured email, to enquiries@integrativehealthsolutions.com.au. We will then attempt to resolve it in accordance with our resolution procedure, within 30 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 or call the OAIC on 1300 363 992.

Privacy and our website

We endeavor to ensure that our website is as secure as possible, however users need to be aware that the World Wide Web is not a secure medium. Integrative Health Solutions takes no liability for any interference or damage to a user's computer system, software or data occurring in connection with this website. We strongly recommend user's take appropriate measures to ensure their computer is protected against third party interference while on the web.

We offer some electronic services from our website, through Health Engine and this system is secured to a standard acceptable by the Royal Australian College for General Practitioners. Our website offers links to external sites that we feel may improve the service we offer our patients. Please be aware that once you click on a link and navigate away from our website, this privacy policy is no longer in effect. We recommend that users therefore familiarise themselves with the individual privacy policies for the websites they are viewing.

Any personal information collected via our website through our new patient enquiry form, is deleted weekly. This information is sent directly to our practice via email and this information is securely stored on our secured network. Some information may be collected via our social media channels, or website and may be used for website analytics, cookies, etc.

Policy review statement

Integrative Health Solutions recognises the importance of protecting the privacy and confidentiality of our patients and those who visit our clinic and website. Your medical record is a confidential document and our practice is committed to maintaining the confidentiality of your personal health information at all times. It is the policy of this practice to ensure your information is kept securely and to ensure that it is only made available to authorised members of our staff and health care professionals.

The purpose of this statement is to ensure that patients, who entrust our Practice with their personal health information, are comfortable in doing so. It provides information to patients as to how their personal information (which includes their health information) is collected and used within the Practice, and the circumstances in which we may disclose it to third parties.

This policy will also serve to guide Practice staff in meeting these legal obligations. Our privacy policy is available on our website, in our practice and will be provided to anyone who requests it. This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Any updates to this policy will be published on our website for your information and the policy is reviewed annually, or as required in line with changes to the standards.

Policy review date: 17.05.2024