

# Brisbane Valley Medical Services Privacy Policies

Patient information is collected for the purpose of maintaining health care and contact purposes.

No information is supplied to third parties without the written permission of the patient or guardian.

The exception is when there is a referral made to another health practitioner to allow further health care when verbal approval is sought from the patient or guardian. In the event that verbal approval is not possible (*as in the transfer of medical records to a new practice*), a signed request will need to be received.

Personal information held by the practice can be obtained by personal request from the patient involved. When there is a change of personal circumstances, records will be updated.

Security systems have been put in place by our Health IT team to maintain security. Any potential breaches in security should be immediately reported to the practice principal Dr Martti Kahelin.

Any paper documentation containing personal information is filed or appropriately shredded.

If a patient suspects that their privacy has been breached, initial contact should be made with practice staff or the practice principal.

Should staff become aware of a privacy breach, affected patients are to be identified and notified as soon as possible.

## 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 General Practitioner 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 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.

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## 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, via Shared Health Summary.
3. We may also collect your personal information when you send us an email, SMS or telephone us. Our Practice does not collect information via social media or our website.
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 (*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 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 anytime by notifying our practice in writing.

How do we store and protect your personal information?

You have the right to request access to, and correction of, your personal information.

Our practice stores all personal information securely. All hard copies of new patient information sheets are scanned into our Clinical Software, hard copies are stored for 3 months and then shredded.

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### **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. Our practice tries to reply within two weeks of request with no fees applicable for providing this information.

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 99 Cressbrook Street Toogoolawah QLD 4313 or 17 Highland Street Esk QLD 4312.

### **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.

Brisbane Valley Medical Services  
Dr M.J. Kahelin  
17 Highland Street  
Esk QLD 4312  
T: (07) 54241144  
F: (07) 5423 2067  
Email: [eskdoctors@bigpond.com](mailto:eskdoctors@bigpond.com)

The complaint will then be addressed as soon as possible within 30 days.

You may also contact the OAIC (*Office of the Australian Information Commissioner*). Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.