

Adelaide Aged Care GP

PRIVACY POLICY

1. Introduction

Adelaide Aged Care GP (ABN 16581374729) is a medical practice that provides GP services to residents in aged care facilities. We care about your privacy and are committed to protecting it. We are bound by the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) and any subsequent amendments (See below for further clarification).

We handle personal information to manage our practice, meet patients' healthcare needs, and to ensure smooth and appropriate flows of information between patients, doctors, aged care facilities, Medicare, DVA, My Health Records, and other healthcare providers.

This policy explains:

- the kinds of information that we collect and hold,
- how we collect and hold personal information;
- the purposes for which we collect, hold, use and disclose personal information;
- how you may access your personal information and seek the correction of that information;
- how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint; and

What kinds of personal information do we collect?

The type of information we may collect and hold includes:

- your name, address, date of birth, email and contact details;
- Medicare number, DVA number, IHI number for My Health Records and other government identifiers; and
- other health information about you, including:
 - notes for each of your consultations, including symptoms, diagnosis and the treatment given to you;
 - notes of any clinically relevant information provided to us by staff at the aged care facility relating to your health;
 - notes of your preferences (or the preferences communicated by next of kin responsible for your care) regarding medical treatment;

Adelaide Aged Care GP

- your specialist reports and test results;
- your appointment and billing details;
- your prescriptions and other pharmaceutical purchases;
- your genetic information;
- your healthcare identifier;
- and any other information about your race, sexuality or religion, when collected by a health service provider.

How do we collect and hold personal information?

General

We collect patients' personal information in various ways:

- from patient registration forms where you or someone representing you enter your details;
- from aged care facilities arranging appointments with our practitioners;
- from you or other responsible person involved in your care directly when providing details to doctors during appointments;
- from doctors and administrative staff entering data into our databases including via medical practice administration software;
- from drug charts created and maintained by doctors and other care providers; and
- from other organisations or members of your treating team involved in the provision or administration of your healthcare, including:
 - diagnostic centres;
 - specialists;
 - hospitals;
 - the My Health Record system;
 - electronic prescription services;
 - Medicare;
 - your health insurer;
 - the Pharmaceutical Benefits Scheme;
 - and the Department of Veterans Affairs.

Website

Our website may collect information about website visitors including: webpage views, IP address, referring web site addresses, location, browser

Adelaide Aged Care GP

type, operating system, domain name, access times and other data typically collected by analytics services.

We also use cookies to allow us to customise our website to the needs of our users. If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to deny or accept the cookie feature. However, cookies may be necessary to provide you with some features of our website.

Why do we collect, hold, use and disclose personal information?

We collect, hold, use and disclose your personal information for the following purposes:

- to provide health services to you;
- to manage the administration of healthcare services including record management, appointment management, account management, billing, arrangements with health funds, pursuing unpaid accounts, and management of our IT systems;
- to ensure smooth and appropriate flows of information between patients, doctors, aged care facilities, Medicare, DVA, My Health Records, and other healthcare providers;
- to communicate with you and those responsible for your care in relation to the health service being provided to you;
- to comply with our legal obligations, and help healthcare practitioners comply with their legal obligations, including, but not limited to, mandatory notification of communicable diseases;
- for consultations with other doctors and allied health professional involved in your healthcare;
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories;
- for identification and insurance claiming;
- if you have a My Health Record, to upload your personal information to, and download your personal information from, the My Health Record system;
- to facilitate electronic prescriptions;
- to monitor the use of our website and optimise it; and
- to liaise with your health fund, government and regulatory bodies such as Medicare, the Department of Veteran's Affairs and the Office

Adelaide Aged Care GP

of the Australian Information Commissioner (OAIC) (if you make a privacy complaint to the OAIC), as necessary.

We may provide your personal information, where appropriate, to designated family members involved in your care.

We use third party suppliers to assist with administration including:

- contractors providing secretarial and administrative services; and
- IT service providers.

Such suppliers, to the extent necessary to perform their services, may have access to your personal information.

Your health information will not ordinarily be sent overseas unless you have informed us and provide consent for this to occur and the overseas country has privacy laws that are of an equivalent standard to the Australian Privacy Principles.

How do we hold your personal information?

We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. All personal information, whether stored as a hard copy or in electronic form, is protected from unauthorised access, misuse, interference, loss, modification or disclosure. Some of the steps we take to ensure the security of your personal information include:

- physical security over our paper records and premises, including the use of security alarms;
- training on privacy;
- detailed internal processes and systems to protect your privacy; and
- IT security measures including virus controls, firewalls, encryption, user identifiers and passwords to control access to computer systems, 2 factor authentication for emails, and administrative systems that allow rapid change of passwords on any devices that are lost or stolen where your information is stored.

Our website and email are linked to the internet. No data transfer over the internet is 100% secure. Accordingly, any information which you transmit to us online or via email is transmitted at your own risk.

Subject to applicable laws, we may destroy records containing personal information when the record is no longer required.

Adelaide Aged Care GP

All patient records are stored electronically. Any incoming paper records containing patient information – such as paper drug charts - are scanned into the patient's electronic file and the paper version is securely destroyed by shredding.

How can you access and correct your personal information?

You have a right to seek access to, and correction of the personal information which we hold about you.

You can contact us using the contact details set out at the beginning of this policy.

If you make a request to access personal information that you are entitled to access, we will provide you with suitable means of accessing it. We will not charge you for making the request. In circumstances where you request that we provide a copy of your personal information to you, we may charge you a fee to cover our reasonable costs for complying with the request for access.

There may be instances where we cannot grant you access to some of the information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others. If that is the case, we will provide you with a written explanation of those reasons.

We will normally respond to your request within 30 days.

8. Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles, or our handling of your personal information, please contact us using the contact details set out at the beginning of this privacy policy.

Privacy Officer
Adelaide Aged Care GP
PO Box 3104 Norwood SA 5067
Email: aacgp@outlook.com

We will normally respond to complaints within 30 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Adelaide Aged Care GP

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Post: GPO Box 5218 Sydney NSW 2001

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

9. Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. Updates will be publicised on the practice's website.