



HELENSVALE PLAZA MEDICAL CENTRE

Privacy Policy

Helensvale Plaza Medical Centre is subject to the Privacy Act 1988 (Cth) (as from 21 December 2001). Helensvale Plaza Medical Centre is also subject to similar State legislation operating in some States and Territories of Australia. This document sets out Helensvale Plaza Medical Centre's Privacy Policy.

By attending this medical centre, you consent to your personal information being collected, stored and used in accordance with this Privacy Policy.

A patient health record, also known as a medical record, is a written account of a person's health history. It includes information such as medications, treatments, tests, immunisations, and notes from visits to a health care provider.

Health service providers are independent

Helensvale Plaza Medical Centre is in the business of providing exceptional clinical care for all those who require general practice services. In conducting its business Helensvale Plaza Medical Centre makes its premises available to health service providers. The health service providers and Helensvale Plaza Medical Centre are not partnering and are not in an employee-employer relationship and each health service provider, in providing health services and doing other things, is at all times an independent contractor and not doing so as the servant or agent or otherwise on behalf of Helensvale Plaza Medical Centre.

Patient records

A Patient record is accessed we collect and manage information (eg scanned documents, X-rays) about a patient. Approved patient identifiers are items of information that are accepted for use to identify a patient.

They include the following patient details:

- Name (Family and given names)
- Date of birth
- Gender (as identified by the patient)

- Address
- Individual Healthcare Identifier

All patient records are the property Helensvale Plaza Medical Centre (and not the property of either the patient or the health service provider). This requirement assists, if the need arises, other health service providers in the medical centre in continuing the management of a patient's needs.

What type of personal information is collected and how is it collected?

Helensvale Plaza Medical Centre collects personal information, such as your name, address, date of birth, contact numbers, and Medicare number. Commonly this is collected by a clerical employee of Helensvale Plaza Medical Centre, such as a receptionist. Other personal information, particularly health information, is collected by the independent health service providers in a medical centre and recorded on the patient records that belong to Helensvale Plaza Medical Centre. Sometimes health information is received, and placed on those patient records, from health service providers who are external to the medical centre. Examples of this are records of specialists or pathology reports.

Why do we collect your personal information?

The importance of health service providers sharing personal information about a patient, during the provision of health services to that patient, is widely accepted by the community. In the health sector, the flow of personal information usually occurs in accordance with concepts such as sharing within the "treating team" or on a "need to know basis". Under this approach health service providers share necessary information to deliver optimum patient care. For such health service providers, the use and disclosure of personal information is already bound by codes of practice of their professions. Helensvale Plaza Medical Centre purpose in holding your personal information (including health information) is:

Provision of health services to you

- to enable that information to be available to those health service providers (whether in the medical centre or external to it) who need access to the information in order for such health service providers to provide health services to you; and

Administration

- to enable Helensvale Plaza Medical Centre to charge, bill and collect fees, on behalf of health service providers, in respect of the health services those health service providers provide you; and
- to enable Helensvale Plaza Medical Centre to charge, bill and collect fees from health service providers in respect of the non-health services Helensvale Plaza Medical Centre provides to those health service providers; and
- to enable Helensvale Plaza Medical Centre to gain an understanding of the types of health services, in general, that are needed by patients at large so that the health services available at a medical centre keep meeting patient needs; and

- to enable Helensvale Plaza Medical Centre to implement management functions in respect of the medical centre, including service-monitoring, quality assurance activities, complaint handling, planning, evaluation and accreditation activities; and

Regulatory purposes

- to fulfil all legal and other regulatory requirements of Helensvale Plaza Medical Centre, including disclosure to a court or similar body, lawyers or insurers, where court or similar proceedings are on foot or anticipated; and
- to hold patient records available for health service providers where they are required to maintain such records under legal and other regulatory requirements; and

Supplying bulk de-identified health information

- to enable Helensvale Plaza Medical Centre to provide third parties with a quantity of de-identified health information. Before any health information is provided to a third party it is de-identified, that is, the name and address of the patient and any other information that could otherwise allow an individual to be identified, is removed from the health information. That de-identified information is then aggregated with the de-identified health information in respect of other patients. The third party (eg, Primary Healthcare network) uses the bulk de-identified information it receives from Helensvale Plaza Medical Centre for the business purposes of the third party (eg, analysis of statistics, planning and management of their health services business).

The use of document automation technologies

Referrals and related communications will be generated from our clinical software Best Practice and the following information will be automatically added:

- Patient up-to-date information
- Patient's contact details and address
- Patient's allergies
- Patient's Current medication
- Patient's Current medical history
- Patient's Past medical history

Disclosure of 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)

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 you can access your personal information

On request, you may have access to your personal information held by Helensvale Plaza Medical Centre, except in circumstances where access may be denied under the Privacy Act or other law. Examples of these circumstances are:

- where providing access will pose an unreasonable impact on the privacy of another individual; or
- where your request for access is frivolous or vexatious; or
- where the information relates to existing or anticipated legal proceedings between Helensvale Plaza Medical Centre and you, and the information would not be accessible by the process of discovery in those legal proceedings; or
- where providing access would be unlawful, would pose a threat to the life or health of an individual, may prejudice an investigation of possible unlawful activity, may prejudice enforcement of laws, or denying access is specifically authorised by law.

To make a request for your personal information, please contact the Practice Helensvale Plaza Medical Centre in writing. Helensvale Plaza Medical Centre will endeavour to acknowledge a request for access to personal information within 14 days and provide the information requested within 30 days.

If personal information is provided to you as the result of a request, you will be charged a fee for costs incurred in providing that information such as photocopying, the administration time involved in processing your request, and postage.

If access is denied Helensvale Plaza Medical Centre will provide you with reasons for its decision

How you can correct your personal information

If you believe that the personal information Helensvale Plaza Medical Centre holds about you is inaccurate, incomplete or not up-to-date please, let Helensvale Plaza Medical Centre know. Provided Helensvale Plaza Medical Centre agrees with you, Helensvale Plaza Medical Centre will correct it. In the case of health information, you allege is incorrect, Helensvale Plaza Medical Centre will consult relevant health service providers about the matter. If Helensvale Plaza Medical Centre does not agree with you, Helensvale Plaza Medical Centre will place a statement of what you allege is correct where that information is kept and accessed.

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.

Currency of this Privacy Policy

Helensvale Plaza Medical Centre reserves the right to change this Privacy Policy at any time. The varied policy terms will be made available to all patients at the reception counter of the medical centre. They will apply to each patient from the date that patient next visits the medical centre after the new policy was made available. You accept that by doing this, Helensvale Plaza Medical Centre has provided you with sufficient notice of the variation and agree you will be provided with no separate notification.

This Privacy Policy was created in January 2017

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.

You can contact the Practice Manager on manager@helensvaleplazamedical.com.au or complete a complaints form that can be obtained from our receptions staff.

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.

How to contact us

If you have any queries or complaints regarding our collection, use or management of your personal information please contact the Practice Manager at Helensvale Plaza Medical Centre.