



Patient Privacy Statement

When you register as a patient of our practice, you provide consent for our GPs and practice personnel to access and use your personal information so they can provide you with healthcare. This statement provides information to you about how your personal and health information is collected and used in our practice, and the circumstances in which we may share it with third parties.

Only personnel 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.

We also use your personal information for directly related business activities, such as financial claims and payments, practice audits and accreditation, and other business processes such as staff training.

The information we will collect about you includes:

- 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 for identification and claiming purposes;
- healthcare identifiers; and
- health fund details.

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.

When you register as a new patient, we will collect your personal and demographic information. Information may also be sent to us from other organisations and health service providers.

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.

In some circumstances your 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; and
- your health fund, Medicare, or the Department of Veteran's Affairs.

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;
- 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 your 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, such as mandatory notification in relation to some diseases; and
- in the provision of medical services.

Other than in the course of providing medical services or as otherwise described in this statement, we will not share personal information with any third party without your consent. We will not share your personal information with anyone outside Australia with your consent unless there are exceptional circumstances which are permitted by law.

We 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 us in writing.

We may store your personal information in various forms. Generally these are electronic notes and photos within our electronic medical records system. Our waiting room and common areas also have closed circuit television security recording. We store all personal information securely. We have policies and procedures in place to provide guidance for all personnel involved in accessing patient health records.

You have the right to request access to, and correction of, your personal information. In the first instance we encourage you to see your usual Marketown Health Doctor and discuss your concern. If you require further access to your medical information or a copy of your medical record to be sent to a third party, then you must put this request in writing, provide your ID and we will respond within a reasonable time of 30 days.

We will take reasonable steps to correct your personal information where you believe the information is not accurate or up-to-date. From time-to-time, we will ask you to verify that the personal information held by our practice about you is correct. You may also request that we correct or update your information. You should make any requests to correct your personal information in writing to the Information Officer. You may send emails to informationofficer@marketownhealth.com.au.

We take complaints and concerns regarding privacy seriously. If you have any concerns about privacy, please contact the Information Officer in writing. We follow a structured resolution process. We will respond to a written request within 30 days.

You may also contact the OAIC. Generally the OAIC will require time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 336 002.

If you use any of our online services such as our website form requesting contact or information, then this information is also subject the same privacy requirements.