



HEAL
MEDICAL
PRACTICE

PRIVACY POLICY

Current as of: 14-02-2025

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, 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 (eg staff training).

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details, next of kin.
- 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 authorized 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 or new patient form.
2. During providing medical services, we may collect further personal information.
Our practice participates in e-health services like e-prescriptions, e-health record, shared health summary, my Medicare.
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 booking through hot-doc app.

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 (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 written or verbal 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 and also use for recalls and reminders.

We may provide de-identified data (PENCAT) to other organization's (Hunter New England PHN) 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 or consent for your information to be included on de-identified data. We take all reasonable steps to protect your data and use your information for the purposes mentioned in the policy, if we need to disclose your information otherwise, we will always take your consent at all times verbal, written or via email.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms.

We store most of your information on our secure electronic medical software. Some instances if we receive a large number of paper records from other providers we store them in a secure location onsite if needed until it is all scanned into our software.

Our practice stores all personal information securely. We have dedicated IT professionals who manage the security of your data at the highest level with different tiers of protection. We use secure individual passwords for all staff members to access your information and every time any access is made there is a timeline stamp with reason for access documented. All other members working for or with the practice who could access your information are required to sign confidentiality agreements and follow our privacy policy strictly.

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 with a copy of your ID provided in person or via email and our practice will respond within 7 days. We usually send a copy of the summary if needed for continuity of care but if you need your full file sent electronic format a flat fee of 50\$ is applicable and would take up to 2 wk. to process, if the matter is urgent speak to our staff.

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 in person, discuss with health professional or by sending email to healmedical@yahoo.com

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 complaints and resolution policy. We would endeavor to achieve a resolution as soon as possible within 7 days.

Use the details below for any complaints:

Heal medical Centre

366, scenic drive, San remo-2262

Tel: 0243021595

Fax-0243021597

Email: healmedical@yahoo.com

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?

Our practice does not collect personal information on our website or on our social media pages. Any information we collect via email will be as per our email policy

Policy review statement

The practice privacy policy will be reviewed annually and amended copy will be available on our website.

Next review date: 14-02-2026