



Privacy Policy

This document is the privacy policy for Rose Street Clinic. We have a legal obligation under the Privacy Act 1988 (Australian Privacy Principles), to inform you how your personal information is collected, used, disclosed and how we secure information.

Consent

When you register as a patient of our practice, you provide consent on the New Patient Form 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 request additional consent from you to do this.

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).

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, Veterans Affairs numbers or Concession card numbers (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

How do we collect personal information?

Our practice will collect your personal information in different ways, such as:

- Attendance at this practice or making a telephone call to book an appointment
- Information passed on during your consultation
- We may collect further personal information through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.
- Filling out a patient information form including consent forms
- your guardian or responsible person
- your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).
- another service provider passes on information to us about you



- health service providers referring you to medical practitioners or allied health professionals at our practices
- health service providers to whom you are referred, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
- your employer or prospective employer in the case of a work-related consultation or service
- Law enforcement agencies and government entities
- 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.

Why and when would we disclose your personal information?

Your information will be used in the normal course of managing your healthcare, including referrals to other specialists (including radiology and pathology). It may also be used to keep our records up to date, to advise of follow-up visits, reporting back to your employer and/or your employer's insurer. We may also need to disclose your information if we are complying with any laws or if contacted by a government authority, when meeting obligations of a medical defence organisation or insurer and in processing a complaint made by you. 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. Your information will not be shared, sold, rented or disclosed other than as required under this Privacy Policy or as allowed under the Act.

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).

How you can access, update and amend your health information at our practice

You have the right to access, update and amend your personal information contained in your medical record. We require you to put this request in writing wherever possible and our practice will respond within a reasonable time. Depending on the request and time involved there may be up to a 30-day timeframe and depending on the amount of work involved, you may be asked to contribute to the cost of collating and providing the information. We will notify you of any costs at the time of request. 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. This can be done in writing or by pre-arranged agreement to email to the surgery email address.

Security of information in the practice

At Rose Street Clinic your health care records are stored safely and securely by us taking reasonable steps to protect information and prevent unauthorised access. Our website and email is linked to the internet and we cannot guarantee the information you supply will not be intercepted while being sent and information you transmit to us online is at your own risk. Our website contains links to other websites. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. Neither you nor any of our staff including Doctors, nurses, receptionists etc. may record a consultation or interaction either in person or via telehealth without the consent of all parties. It is illegal to record a private conversation without the express or implied consent of all parties.

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

- as paper records which are stored in a secure location
- as electronic records which are password protected
- as visual – x-rays, CT scans, videos and photos

Our practice stores all personal information securely and all staff and contractors have signed privacy agreements.



Resolving and lodging a complain related to privacy of your health information

We take complaints and concerns regarding privacy seriously. If you have any questions or concerns at any time about our privacy policy or the use of your Personal Data, please contact us at 8295 2167 or in writing. We will then attempt to resolve it in accordance with our resolution procedure.

Please contact the Practice or Office Manager directly on phone 8295 2167 or in writing to:

The Practice or Office Manager
Rose Street Clinic
1 Rose Street
Glenelg SA 5045
Email: admin@rovestreetclinic.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.

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held by the practice, you should discuss these with your doctor. Inaccurate information will be corrected, or your concerns noted in the records if it is not possible or desirable to alter the original record.

Further information on Privacy Legislation is available from:

Office of the Federal Privacy Commissioner

1300 363 992