



Bulimba Doctors Privacy Policy

Introduction

Bulimba Doctors is committed to ensuring your personal information is professionally managed in accordance with Australian Privacy Principles (APPs). This privacy policy is to provide information to you, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we share it with third parties.

What Personal information we collect and why:

When you register as a patient of our practice, your doctor and/or the support team will need to collect your personal and demographic information so they can provide you with the best possible healthcare services. We may also use it for directly related business activities, such as financial claims and payments, practice audits, accreditation and normal business processes. Only practice staff that need to see your personal information will have access to it. All staff here at Bulimba Doctors has signed a confidentiality agreement as part of their employment contract.

What personal information we collect:

- Your name, address, date of birth, contact details, next of kin and any emergency contacts you may like included.
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history, risk factors and any treatment you may have already received such as past surgeries.
- Medicare Number for identification and claiming purposes
- Any DVA cards and colour
- Pension, Health care and Senior Card numbers
- Healthcare Identifiers

How we collect your personal information?

There are a few ways we may collect your personal information -

1. When you make your first appointment, our practice staff will ask you to complete our new patient registration form
2. You may choose to complete the online patient form via the Hotdocs online booking system which will securely send your information through to us without the need to touch any paper forms
3. During the course of providing medical services, we may collect further personal information from you. We can also request further information, with your consent, by requesting information from your previous medical practice and other health care providers.

4. We may also collect your personal information when you send us an email, telephone us, make an appointment and respond to SMS reminders.
5. If it is not possible or practical to collect the information directly from you, we may also collect this information from your guardian or responsible person, other healthcare providers, hospitals, community health services, pathology and diagnostic imaging services.
6. For Telehealth and video consultations, we confirm your identity and verbal consent before proceeding with the consultation and these details are documented within your patient health record.

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 requested or authorised by law to only deal with identified individuals. Patients who won't provide our practice with their identity, with corresponding documents will be required to pay for all consultations in full and not be able to claim a Medicare rebate.

When, why and with who do we share your personal information with:

- Other healthcare providers (referrals are a good example) and using only relevant information for any referrals, letters or certificates
- During the course of providing medical services through electronic secure authorised medical links such as a transfer of prescriptions (eTP), immunisations with the AIR (Australian Immunisation Registry), My Health Record system (eg, summaries of your health or event summaries), electronically sending referrals via authorised secured medical portals, encrypted emails or faxes
- Our practice may use your personal information to analyse our patient data to identify health conditions eligible for services, treatments and healthcare programs
- Court Subpoenas required or authorised by law
- Statutory requirement to lawfully share certain personal information such as mandatory notification of certain diseases – ie whooping cough (Pertussis) is a notifiable condition
- When necessary to lessen or prevent a serious threat to a patient's life or safety, health or safety or public health or safety, or it is impractical to obtain the patients consent
- Third Parties who work with our practice for business services, (such as IT Management, accreditation agencies, etc)
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For the purpose of confidential dispute resolution process
- Third parties to whom you have given written consent to release your medical information (i.e. insurance companies, Lawyer, Workers insurance companies such as Workcover, etc)
- 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 will not use any of your personal information for research unless we have your signed and explicit consent at every interval of the research.
- We 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 with Australia. You can let our reception staff know if you prefer your de-identified information be excluded.

- Only those people that need to access your personal 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 your 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.

How we store and protect your personal information:

Your personal information may be stored at our practice in various forms. The majority of our records are in electronic format. Any correspondence received in an alternative method e.g. post, are then scanned into your personal record and the paper held for a month and then securely shredded. Xrays, CT scans, MRI scans are no longer held by the practice and are the responsibility of the patient.

Clinical images are stored in your electronic record.

Our practice stores all personal information securely using individual passwords, confidentiality agreements for all staff. The system is maintained within the practice and also via our IT consultants; encrypted back-ups of all data are performed daily.

Any remote access by staff is through authorised, securely established connections and multiple passwords.

How you can view your personal information at our practice:

Bulimba Doctors will take reasonable steps to keep your details up to date, we will ask you to verify your address, contact details and next of kin or emergency contact details to ensure they are up to date.

You have the right to access and correct personal information that we hold about you in electronic and hard copy format.

If you wish to access or correct any other personal information that have, please put your request into writing for the attention of the Practice Manager – Bulimba Doctors, 301 Riding Road, Balmoral, Qld 4171

Your request for access will be processed within 30 days.

Privacy concerns and how you can lodge a complaint at our practice:

If you have any concerns about our privacy or wish to make a complaint about a privacy breach please contact our practice in writing and provide us with sufficient details regarding your complaint together with any supporting information. We will take steps to investigate the issue and will notify you in writing of the outcome within 30 days from the receipt date of the original complaint.

If you are not satisfied with our response you can contact us directly to discuss your concerns or lodge a complaint with:

Office of the Australian Information Commissioner 1300 363 992 www.oaic.gov.au

Office of the Information Commissioner Queensland – 07 3234 7373 www.oic.qld.gov.au

The Office of the Health Ombudsman: 133 646 www.oho.qld.gov.au

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