

Merrindale Medical Centre Privacy Policy

Introduction

The purpose of this document is to outline how Merrindale Medical Centre complies with confidentiality and privacy obligations. As an organisation; Merrindale Medical centre principal concern is and always will be the health of patients who visit our practice. A high level of trust and confidentiality is required to ensure the confidence of the patients we serve.

Patients will be assured that:

- - their privacy will be protected when visiting the Medical Centre,
- - the information collected and retained in our records is correct and up-to-date, and
- - that they can access their information for review.

Health information

Merrindale Medical Centre recognises that the information we collect is often of a highly sensitive nature and as an organisation we have adopted the highest privacy compliance standards relevant to Merrindale Medical Centre to ensure personal information is protected.

For administrative and billing purposes, and to enable the patients to be attended to by other medical practitioners at Merrindale Medical Centre, patient information is shared between the medical practitioners and other health providers at the medical centre. Merrindale Medical Centre and the medical practitioners may collect personal information regarding patients (including health information) for the purpose of providing medical services and treatment.

Personal information collected will generally include:

- - the patient's name, address, telephone number and Medicare number,
- - current drugs or treatments used by the patient,
- - previous/current medical history, including, where clinically relevant, a family medical history, and
- - the name of any health service provider or medical specialist to whom the patient is referred, copies of any letters of referrals and copies of any reports back.

Merrindale Medical Centre *may access information:*

- - provided directly by the patient,
- - provided on the patient's behalf with the patient's consent,
- - from a health service provider who refers the patient to medical practitioners providing services at or from Merrindale Medical Centre, or from health service providers to whom patients are referred.

Use or disclosure of personal information

Personal information collected by Merrindale Medical Centre may be used or disclosed:

- - for the purpose advised to the patient at the time of collection of the information,
- - as required for delivery of the health service to the patient,
- - as required for the ordinary operation of our services (i.e. to refer the patient to a medical specialist or other health service provider),
- - as required under compulsion of law, or
- - where there is a serious and imminent threat to an individual's life, health, or safety; or a serious threat to public health or public safety.

Merrindale Medical Centre may use or disclose personal information for quality assurance, training, billing, liaising with government offices regarding Medicare entitlements and payments and as may be required by the Medical Centre's insurers.

Accuracy of your information

Merrindale Medical Centre is committed to ensuring your information is accurate and has processes in place to ensure that the accuracy of this information is maintained. If you believe that the personal information the Medical Centre holds about you is inaccurate, please inform Medical Centre staff when next attending the Centre.

Security of information collected

Other than as described in this Policy or permitted under privacy principles, Merrindale Medical Centre uses its reasonable endeavours to ensure that identifying health information is not disclosed to any person unnecessarily or irresponsibly.

Due to the sensitive nature of the information collected by the Medical Centre to provide its services, extra precautions are taken to ensure the security of that information. Information may be stored electronically and / or in hard copy form. All electronically stored files are password-protected on several levels, and regular backups of data are performed.

Merrindale Medical Centre requires its employees to observe obligations of confidentiality in the course of their employment with all staff/contractors signing Confidentiality Agreements.

Website privacy

Merrindale Medical Centre website contains links to other sites. Please be aware that Merrindale Medical Centre is not responsible for the privacy practices of any linked sites. We encourage users who leave our site to read the privacy statements of each and every linked website that they choose to visit. All links to external sites are provided for your convenience. The information, products and advertisements contained in the linked sites are neither approved nor endorsed by Merrindale Medical Centre, and our organisation is not responsible for such information, products or advertisements.

Your privacy is important to us and we want you to feel comfortable visiting our website. Any personal information that patients give to us, including e-mail addresses, will be used only in the following ways:

- - personal data given to us by you will be securely stored
- - we will not provide your personal data to any third party without your permission,
- - we do not automatically collect your personal e-mail address simply because you visit our site
- - if we join with a third party to provide services and you sign up for those services, we will share your name and other contact information necessary for our partner to provide the services to you,
- - if you view specific pages or download information from specific pages on our website, we will track and add the number of your visits to the aggregate number of visits by all users in order to better design our website,
- - we may share aggregate demographic information with our affiliates. This is not linked to any personal information that can identify you or any other visitor to our web site.

By using Merrindale Medical Centre's website, you consent to the collection and use of your personal information as detailed in this Privacy Policy. We will post any changes to this Privacy

Policy on our website so that you are kept up to date with the type of information we collect and the ways in which we use it.

Changes to the Privacy Policy

Merrindale Medical Centre has the right to change the Privacy Policy at any time. If there are updates to Merrindale Medical Centre's Privacy Policy, we will address the changes promptly and update the revision date of this document.

Obtaining further information

If patients require more information regarding Merrindale Medical Centre, its services and facilities, they can:

- - ask a staff member,
- - access Merrindale Medical Centre website, or
- - take a copy of Merrindale Medical Centre 'Practice Information Sheet' located in the waiting room.

Disclaimer

While we make every effort to protect your privacy, we may need to disclose personal information when required by law where we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process served on our company or site.

Privacy and managing health information in general practice



Merrindale Medical and Cosmetic centre **privacy policy**

Current as of: **25/02/2023**

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.

You will notice that our patient registration form includes a section for you to provide consent for us to use the data we collect from you for your care. If you are unhappy about signing the consent and need to see clarification please feel free to talk to the practice manager or appointed representative.

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
- 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 authorised 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.
2. During the course of providing medical services, we may collect further personal information.
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 or communicate with us using social media.
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 (e.g. 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 (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g. 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 do we store and protect your personal information?

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

1. Paper records
2. Electronic records

Our practice stores all personal information securely.

1. All paper records are kept in a secure room
2. All electronic records are pass word protected
3. All electronic records are fully backed up on site and off site

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. The letter of request should be addressed to the practice manager specifying how much information you want access to. For example you might want access to only a record of one consultation or you might want your entire medical record. Our practice will respond within 30 days unless you specify the need for urgency..

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 to **the practice manager**. You can email your information to admin@merrindalemedicalcentre.com.au.

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.

Our email address is admin@merrindalemedicalcentre.com.au

Our mailing address

Merrindale Medical and Cosmetic Centre
516 Dorset Road
Croydon South
Vic 3103
Australia

All correspondence should be addressed to the practice manager . We will endeavor to respond to your complaint within a 30 day period.