



Privacy Policy

1. Introduction

Our practice is committed to best practice in relation to the management of information we collect. This practice has developed a policy to protect patient privacy in compliance with the Privacy Act 1988 (Cth) ('the Privacy Act'). Our policy is to inform you of:

- the kinds of information that we collect and hold, which, as a medical practice, is likely to be 'health information' for the purposes of the Privacy Act;
- how we collect and hold personal information;
- the purposes for which we collect, hold, use and disclose personal information;
- how you may access your personal information and seek the correction of that information;
- how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint;
- whether we are likely to disclose personal information to overseas recipients;

2. What kinds of personal information do we collect?

The type of information we may collect and hold includes:

- Your name, address, date of birth, email and contact details
- Medicare number, DVA number and other government identifiers, although we will not use these for the purposes of identifying you in our practice
- Other health information about you, including:
 - notes of your symptoms or diagnosis and the treatment given to you
 - your specialist reports and test results
 - your appointment and billing details
 - your prescriptions and other pharmaceutical purchases
 - your dental records
 - your genetic information
 - your healthcare identifier
 - any other information about your race, sexuality or religion, when collected by a health service provider.

3. How do we collect and hold personal information?

We will generally collect personal information:

- from you directly when you provide your details to us. This might be via a face-to-face discussion, telephone conversation, registration form or online form
- from a person responsible for you
- from third parties where the Privacy Act or other law allows it - this may include, but is not limited to: other members of your treating team, diagnostic centres, specialists, hospitals, the My Health Record system, electronic prescription services, Medicare, your health insurer, the Pharmaceutical Benefits Scheme
- from QScript (once available). QScript is an online database which records information related to specific medications of concern (eg. diazepam, quetiapine, pregabalin etc.) which have been previously prescribed to an individual patient. This database is a government initiative which has been created under the Medicines and Poisons Act 2019.
- In rare situations, information regarding your current mental health may need to be collected from a family member or a close friend. No information regarding your mental health will be disclosed to this person unless consent has been provided by yourself or disclosure of such information to this person is allowed under Australian law.

4. Why do we collect, hold, use and disclose personal information?

In general, we collect, hold, use and disclose your personal information for the following purposes:

- to provide health services to you
- to communicate with you in relation to the health service being provided to you
- to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or mandatory reporting under applicable child protection legislation.
- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, management of our ITC systems
- for consultations with other doctors and allied health professional involved in your healthcare;
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories
- for identification and insurance claiming
- If you have a My Health Record, to upload your personal information to, and download your personal information from, the My Health Record system.
- Information can also be disclosed through an electronic transfer of prescriptions service.
- To liaise with your health fund, government and regulatory bodies such as Medicare, the Department of Veteran's Affairs and the Office of the Australian Information Commissioner (OAIC) (if you make a privacy complaint to the OAIC), as necessary.
- To ensure both patient safety as well as to help decrease the risk of diversion of prescribed medications to members of the community, Dr Roberts may need to contact the Monitored Medicines Unit (MMU) from time to time to discuss the prescription of certain medications.

This discussion will include the patient's previous and current history. The Monitored Medicines Unit (MMU) is run by the Queensland Government and oversees the appropriate prescription of restricted and addictive medications.

5. How can you access and correct your personal information?

You have a right to seek access to, and correction of the personal information which we hold about you. Please note that a fee may be charged for providing copies of medical records to cover the cost of resources and administrative time. If a fee is payable, you will be notified of this fee in advance.

For details on how to access and correct your health record, please contact our practice via one of the methods listed below:

- **In Person at our Clinic at:** Cadogan Medical, Ground Floor, 1382 Sandgate Road, Nundah QLD 4012
- **Phone:** (07) 3999 8385
- **Fax:** (07) 3056 3308
- **Email:** reception@drar.com.au

We will normally respond to your request within 30 days.

6. How do we hold your personal information?

Our staff are trained and required to respect and protect your privacy. We take reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure. This includes:

- Using medical software programs which are password protected and accessible only by authorised staff.
- Our electronic data systems have up to date virus and malware protection
- Shredding paper copies of previously uploaded medical information.

7. Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing via the below methods:

- **Mail:** Cadogan Medical, Ground Floor, 1382 Sandgate Road, Nundah QLD 4012
- **Fax:** (07) 3056 3308
- **Email:** reception@drar.com.au

We will normally respond to your request within 30 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC (Office of the Australian Information Commissioner):

- **Phone:** 1300 363 992
- **Email:** enquiries@oaic.gov.au
- **Fax:** +61 2 9284 9666
- **Post:** GPO Box 5218, Sydney NSW 2001
- **Website:** <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

8. Anonymity and pseudonyms

The Privacy Act provides that individuals must have the option of not identifying themselves, or of using a pseudonym, when dealing with a practice, except in certain circumstances, such as where it is impracticable to deal with you if you have not identified yourself.

Dr Roberts has assessed that it would be impracticable for her to be able to provide an appropriate level of health care to a patient who declines to provide their identity and as such Dr Roberts is unable to review and treat any patients who decline to provide their identity.

9. Overseas disclosure.

We may disclose your personal information to the following overseas recipients:

- any practice or individual who assists us in providing services (such as where you have come from overseas and had your health record transferred from overseas or have treatment continuing from an overseas provider)
- overseas transcription services – this may include access to our data base with appropriate password protection. If such a service is utilised, a confidentiality agreement will be in effect.
- overseas based cloud storage – if such a service is utilised it will comply with the Australian Privacy Act 1988, and a privacy agreement will be in effect.
- anyone else to whom you authorise us to disclose it

10. Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. Updates will be publicised on the practice's website which is <https://drar.com.au/>

I _____ have reviewed the above Privacy Policy.

Signature _____ Date: _____

Consent

I _____ provide my consent (please cross out any statements that you do not wish to consent to):

- to receive medical information such as my appointment details and other documents which contain personal medical information via email. I am aware that email is not a secure means of communication.
- to receive text messages from the clinic to communicate with me for example to advise me of an upcoming appointment or to request me to call the clinic.
- for a voicemail message to be left for me on my mobile or home phone from the clinic.
- to a message for me being left with a household member by clinic staff.

Signature _____ Date: _____