



Privacy Policy

This document is the privacy policy for Medical HQ. It tells you how we collect and manage your information, as we have a legal obligation under the *Privacy Act 1988* (known as the Australian Privacy Principles), to tell you how we collect, use, disclose, and secure information

What is Personal information?

“Personal information” is information used to identify you, including your name, address, date of birth, telephone number, email address and profession or occupation.

What Personal information may we collect?

- your name, address, date of birth and telephone number;
- your Medicare number, Veterans’ Affairs number, Health Care Card number, health fund details or pension number;
- medical care information , both previous and current and if relevant, your family medical history including drugs or treatments;
- your ethnic background, profession, occupation or job title;
- the name of any health service provider or medical specialist to whom you are referred, copies of letters of referrals and reports back; and
- Information which we may give to other medical or allied health professionals working from our practices.

How do we collect personal information?

- Attendance at this practice or making a telephone call to book an appointment;
- Information passed on during your consultation;
- Filling out a patient information form.
- 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;
- Your employer or prospective employer in the case of a work-related consultation or service; or
- Law enforcement agencies and government entities.
- Use of the Personally Controlled Electronic Health System (PCEHR)
- Use of the Electronic Transfer of Prescriptions (eTP) service

Why do we need to collect personal information?

Your personal information is collected primarily for the purposes directly related to your health care and in ways that are consistent with your expectations and in the interests of providing high quality health care and continuity of your health care.

Why do we disclose of 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) and to update/send information to PCEHR and using eTP. 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. 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 ensure that all third party service providers are subject to their own Privacy Policy in accordance with the Act.

Your access

You have a right to see or obtain a copy of the information we hold about you, and you can make this request in writing to us. We will give you access to the information, unless by law we cannot do so. If that happens, we will give you written reasons for not giving you access. We cannot give you access if in doing so we identify another person or we breach confidentiality. We will amend your information if we both agree it needs amendment, but you may need to pay us a fee to access and copy the information. We do not as a rule disclose your personal information overseas, but if we need to, we will ask you for your consent.

Complaints about a breach of privacy

It is important we meet your expectations about how we manage your information. If you think we have breached your privacy please contact our Practice Managers to investigate. The Practice Manager can also ask our General Manager and Principal Doctor to be involved. If you are still dissatisfied you can then contact the Office of the Australian Information Commissioner (OAIC) on the Privacy Hotline – 1300 363 992.

Security

Your health care records are stored safely and securely by us taking reasonable steps to protect information and prevent unauthorised access. Our computer systems require each individual to have a secure password and we are able to limit access to secure information to only relevant personnel. All of our hard copy records are filed in a secure room, and access can only be gained by the use of an access card. Information is securely destroyed when no longer needed. If we want to use your personal information for research, we will first obtain your consent. Our website 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.

Links

Our websites may contain links to other websites operated by third parties and we are not responsible for their privacy. They must inform you about their own privacy policy.

Medical HQ Athelstone:

The Practice Manager
320 Gorge Road
Athelstone SA 5076
athelstonepm@medicalhq.com.au

Medical HQ Beulah Park:

The Practice Manager
232 Magill Road
Beulah Park SA 5067
beulahparkpm@medicalhq.com.au

Medical HQ Glynde:

The Practice Manager
127 Glynburn Road
Glynde SA 5070
glyndepm@medicalhq.com.au

Medical HQ Maitland:

The Practice Manager
69 Robert Street
Maitland SA 5573
maitlandpm@medicalhq.com.au

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