

## HealthSure Medical Centre Privacy Policy

### **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. The handling of your personal information will be in a responsible manner and in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

### **Why and when is your consent 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.

Why do we collect, use, hold and share your personal information?

We collect information that is necessary and relevant to provide you with medical care, treatment, and manage our medical practice. This information may include your name, address, date of birth, gender, health information, family history and contact details.

This information may be stored on our computer medical records system and/or in hand written medical records. Wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals and other health care providers.

We collect information in various ways, such as over the phone or in writing, in person, from Myhealth record or over the internet if you communicate with us online. This information may be collected by medical and non-medical staff. 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).

In emergency situations we may also need to collect information from your relatives or friends. We may be required by law to retain medical records for certain periods of time depending on your age at the time we provide services

### **When, why and with whom do we share your personal information?**

We will treat your personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment. For example, the disclosure of blood test results to your specialist or requests for x-rays.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals, or debt collection agents. We may also from

time to time provide statistical data to third parties for research purposes.

We may disclose information about you to outside contractors to carry out activities on our behalf, such as an IT service provider, solicitor or debt collection agent. We impose security and confidentiality requirements on how they handle your personal information. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

Only people who need to access your information will be able to do so. Other than during 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.

### **How do we store and protect your personal information?**

The Practice holds all personal information securely, whether in electronic format, or in hard copy format in a secured environment.

Personal information that we hold is protected by:

- Securing our premises
- Placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorized interference, access, modification and disclosure.
- Antivirus software is installed and updated & all internet connected computers have hardware/software firewalls installed
- Every employee of this surgery is aware of the privacy policy and has signed a privacy statement as part of their terms and conditions of employment. This privacy statement continues to be binding on employees even after their employment has terminated
- Medical records, paper, administrative records and other official documents are not accessible to unauthorized persons. Most of these records are stored in a locked cupboard.

### **How can you access and correct your personal information at our practice?**

The Practice acknowledges patients may request access to their medical records. Patients are encouraged to make this request in writing, and the Practice will respond within a reasonable time. There may be a fee for the administrative costs of retrieving and providing you with copies of your medical records.

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 PO BOX 22 Kotara 2289

### **How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?**

Healthsure Medical Centres are committed to providing consumers with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We believe that receiving a complaint provides us with an opportunity to improve the services we deliver to you and maintain your confidence in our services. If at any time you wish to lodge a complaint in respect of the handling, use or disclosure of your personal information HealthSure Medical centre you may notify us of your complaint via email to:

[Manager@hsmckotara.com.au](mailto:Manager@hsmckotara.com.au) (For instances relating to HealthSure Kotara)

[Manager@hsmcjesmond.com.au](mailto:Manager@hsmcjesmond.com.au) (For instances relating to HealthSure Jesmond)

[Manager@hsmcfletcher.com.au](mailto:Manager@hsmcfletcher.com.au) (For instances relating to HealthSure Fletcher)

We will endeavour to investigate and advise you of the outcome of your complaint within a timely manner.

If the complaint remains unresolved, then an individual can contact:

NSW Health Care Complaints Commission

Locked Mail Bag 18, STAWBERRY HILLS NSW 2012

Phone: 1800 043 159 **OR**

Email [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

### **Privacy and our website:**

The <http://healthsuremc.com.au/> website use “cookies” to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a webpage server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalise the pages, by entering in your name and email address, a cookie helps to recall your specific information on subsequent visits.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

### **Policy review statement:**

From time to time it may be necessary for HealthSure Medical Centres to review and revise its Privacy Policy. We reserve the right to change its Privacy Policy at any time, and it may notify you about changes to this Privacy Policy by posting an updated version on the websites.