



Paul Hopkins Medical Complex

Privacy Policy

Version updated: 08/2023

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.

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 is categorised as a Patient Health Record (PHR). This refers to the collection and storage of an individual's medical documentation. Including but not limited to:

- Names, date of birth, addresses, contact details.
- Medical information includes 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. Please note if you deal with us in this way we cannot guarantee best care or provide things such as prescriptions etc.

How do we collect your personal information?

Our practice will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your New Patient form or Update of Patient Detail form.
2. During the course of providing medical services, we may collect further personal information.

For example: through Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system, eg via Shared Health Summary.

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.

Paul Hopkins Medical Clinic are now sending recalls and reminders to you via secure SMS messaging, provided by Automated systems. In an effort to provide a faster, more efficient method to communicate health messages to our patients, you will now receive a recall or reminder SMS directly to your mobile number.

To ensure you can take advantage of this way we communicate with you, please ensure your contact details; especially

mobile phone numbers are correct and always up to date.

If you do not have a mobile phone or you elect to opt out of the service, you will receive a printed reminder letter in the mail to your postal address.

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 Veteran's Affairs (as necessary).

Who do we share your personal information with?

We sometimes disclose or 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 Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (e.g., via Shared Health Summary, Event Summary).

Only people that 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.

These include paper records, electronic records, visual (X-rays, CT scans, videos, and photos), and audio recordings.

Our practice stores all personal information securely.

We choose to store and protect your personal information in a protected electronic information system due to its anti-virus systems.

Our electronic system is protected by the use of unique passwords available only to Paul Hopkins authorized staff members and by a regular backup system. Our hard copy files are kept in secure lockable environments available only to authorized staff. Our staff are bound by individual confidentiality agreements for staff as are any contractors.

Our website information and data collected is protected by Wix & Automed Systems. Our website is regularly updated and

revised. All of our electronic systems are protected with advanced virus protection.

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. Please ask our staff for a Transfer of Medical Records form and our practice will respond within a reasonable time.

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 up-to-date. You may also request that we correct or update your information, and you should make such requests in writing. Please ask our staff for an update of patient details form.

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

At Paul Hopkins Medical Clinic we are dedicated to the best practice care of our patients and we take complaints seriously. Our preference is to resolve any issue's in the shortest possible time frame.

If you have a complaint or you have any privacy concerns you can advise us in the following ways: You can talk to your Doctor or our Practice Manager, or you can make a complaint in writing.

We will then attempt to resolve it in accordance with our Complaint's Procedure. You can contact us in the following ways:

Phone: 0749511311

Fax: 0749531412

PO Box 1103, Mackay Qld, 4740.

Email: reception.paulhopkins@gmail.com (Brisbane Street)

reception.paulhopkinseast@gmail.com (Shakespeare Street)

You may also contact the Office of the Australian Information Commissioner (OAIC) who investigates complaints regarding the APPs (Australian Privacy Principles). Generally, the OAIC will require you to give them time to respond before they will investigate. There are two sections located on the OAIC website (<https://www.oaic.gov.au/privacy/privacy-complaints>) in the 'How To' section which can help direct your complaint. For further information visit or call the OAIC on 1300 363 992.

How do we use document automation technologies?

Our complex has implemented a clinical information system that uses document automation technology to assist in our workflows and internal systems.

Our selected medical software utilises document automation technologies so that documents drafted by us, such as referrals, disclose only your relevant medical information. These document automation technologies are established through our built-in word processor which allows Paul Hopkins Medical to set up automated, simple, and computed variables.

Our medical software is user-unique password protected. Authorised access via individual passwords has been granted on a role-specific basis.

Privacy and our website

Our website information and data collected is protected and managed by Wix & Automed Systems. Our website is regularly updated and revised. All of our electronic systems are protected with advanced virus protection.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify the new policy on the website www.paulhopkinsmedical.com.au