

Top Health Doctors Privacy Policy – West End

Top Health Doctors Montague Market West End

ABN: 59 543 124 546

Current as of: 7.12.2023

Introduction

This privacy policy is to provide information to you, 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?

Information we collect depends on the service or function we need it for. We take care to ask you only for what is necessary.

Some examples of the information we collect are:

1. Website visitors

- Correspondence and feedback
- Website analytics data

2. Patients

- Name
- Contact details – postal address, home address, phone number, email
- Date of birth, Gender
- Family history
- Signature
- Photographs that capture your image or other personal information
- Healthcare identifiers including your unique identifying number and Medicare number
- Financial details and billing information including credit card details, health fund details

- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Diagnostic and treatment information
- Test results, x-rays and scans
- Sexual health information
- Correspondence and feedback
- Complaint information
- Details of access and correction requests

3. Suppliers

- If you provide services or products to Top Health Doctors, we may collect information about you that is required to manage the service arrangement and your account details

4. Employees/prospective employees/contractors

- Name
- Contact details
- Signature
- Photographs, that capture your image or other personal information
- Financial or bank details
- Educational history, qualifications and experience, employment history
- Cultural background, relationship status and family circumstances
- Correspondence and feedback
- Complaint information
- Details of access and correction requests
- Criminal history
- Recruitment information

Dealing with us anonymously

To receive optimum healthcare from us, it is not practical for you to remain anonymous because we need to keep accurate records of the care and services provided to you. Should you choose to use a pseudonym, this may impact the quality of the services provided to you and affect relevant claiming/billing. If you wish to use a pseudonym confidentially linked to your real identity, please let us know and we will assist you.

For other interactions, you are welcome to use a pseudonym or contact us anonymously, however, once again, this may impact on how we can fully address your questions.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

When you make your first appointment our practice staff will collect your personal and demographic information via your registration.

During the course of providing medical services, we may collect further personal information.

Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary. 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.

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 (eg 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 (eg some diseases require mandatory notification)
- During the course of providing medical services, through eTP, My Health Record (eg 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.

For electronically held and managed personal information, we use Australian/Queensland data centres and back-up systems, wherever possible. Where personal information must be stored in an overseas location, we take care to ensure that privacy and security controls are in place (e.g., through strict contractual requirements and avoiding storage locations where privacy rules appear insufficient)

Our practice may use your personal information for marketing any of our goods or services directly to you. If you do not 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 (mainly government agencies) 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. E.g., electronic records and visual records (X-rays, CT scans, videos and photos).

Our practice stores all personal information securely. E.g., electronic format, in protected information systems or in hard copy format in a secured environment. We use passwords, secure cabinets and we have confidentiality agreements in place for staff and contractors.

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 (in a letter or via email) and our practice will respond within a reasonable time (usually within 30 days). Also, there may be a fee associated with providing this information, if applicable.

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 our Site Senior via our email westend@tophealthdoctors.com.au.

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

If you have a question about the Privacy Policy or a concern or complaint about how we handle personal information, please contact us on:

Top Health Doctors West End

Address: Suite 2, Healthcare Hub Floor 1, Montague Markets, 405 Montague Rd,
West End Qld 4101

Email: westend@tophealthdoctors.com.au

Phone: [07 3255 1208](tel:0732551208)

We endeavour to resolve your concerns within 30 days. Understanding and addressing privacy complaints is an important part of our service. If you are dissatisfied with our response to your complaint, you have a right to contact:

The Office of Australian Information Commissioner

Website: www.oaic.gov.au

Link: [Office of the Information Commissioner—making a privacy complaint](#)

Phone: [1300 363 992](tel:1300363992).

Review of our Privacy Policy

Our privacy policy is reviewed annually. Any updated versions of this Privacy Policy will be posted on our website