

Queens Park Medical Centre Privacy Policy

Reviewed: January 2025

Policy Review Statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. You can view our practice privacy policy on our website or ask for a copy at reception.

Introduction

This privacy policy sets out how we comply with our obligations under the Privacy Act 1988 and other relevant legislation in collecting and managing your personal information.

Consent

By attending Queens Park Medical Centre, you consent to your personal information being collected, stored and used in accordance with this Privacy Policy. If we need to use your information for anything not included in this policy, we will seek additional consent prior to using your information.

What personal information do we collect and hold?

Personal information is information about an identified person.

The types of personal information we may collect and hold about you include:

- Identify information such as names, address, date of birth, sex, email address, telephone numbers, health identifiers, next of kin
- Billing and administrative information such as Medicare number and health insurance
- Medical information including medical history, clinical notes, test results, treatment plans, medications prescribed, allergies, adverse events, immunisations, social history, family history and risk factors

Why do we collect, maintain, use and disclosed your personal information?

Our practice collects, maintains, use and disclose of personal information about you in order to assist our medical practitioners to provide you with appropriate care, treatment and service.

We use your personal information as necessary to manage business related activities such as financial claims and payments for the services provided to you, practice audits, accreditation and business processes.

We may use your personal information for internal teaching purposes or to monitor, evaluate, plan and improve the services provided at our practice.

We may use your personal information to communicate with you by email, mail or SMS to:

- Give you important information about the products and services offered by our practice
- Respond to your online enquiries or process requests for appointments
- Advertise products and services that may be of interest to you, and
- Send appointment reminders in relation to obtaining services from our practice. This enables us to contact you to make follow-up appointments to discuss test results, confirm appointment sessions that have been booked and to remind you that you, or a dependent, are due for preventative health services such as immunisations, cervical screening, annual health assessments or any other type of consultation or test
- If you do not consent to being contacted by SMS, you may opt out at any time by notifying our practice in writing or following the link sent when communication happens or notifying receptionist by visiting or phoning the practice

How do we collect your personal information?

Our practice may collect your personal information in several different ways, including from:

- Information collected by an employee of Queens Park Medical Centre such as a receptionist or nurse
- When visiting our website (cookies etc.)
- When you contact us using phone, email or SMS, make an online appointment or connect with us using social media platforms such as Facebook or Instagram
- During the course of providing medical services from our medical practitioners, we create a unique digital medical record for you. Every time a medical service is provide for you at one of our practices, new information is added to your medical record
- 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:
 - Someone who has responsibility for you (parent, carer or guardian)

- External healthcare providers, such as specialists, allied health professionals, hospitals, community health service and pathology and diagnostic imaging service
- Health fund, Medicare or the Department of Veterans' Affairs
- AI transcribing during consultations

How do we store and protect your personal information?

All patient information is handled with professional duties for confidentiality. We take reasonable steps and implement reasonable safeguards to ensure protection of your personal information that we hold at Queens Park Medical Centre. Some of our security measures in place are:

- Robust IT system, incorporated with firewalls, virus protection, password updates, backups, ongoing maintenance of hardware and software
- Appropriate level of access to internal staff, safe use of the internet, staff signed confidentiality agreements
- Building security and alarms
- Data encryption where all data are secured in Australia

AI Transcribing - Heidi

Heidi is a helpful tool that allows your GP to focus entirely on you during your visit while still allowing accurate medical information capturing. It is a tool used with your consent prior to the consult starting. As conversations are live transcribed, no recordings are stored.

Conversations are also de-identified once transcript is completed. The data are stored securely and confidentially on servers located in Australia in encrypted format. Only your GP has access to your transcription, once sessions are deleted, no one has access to it.

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.

With whom and why would we share your personal information with?

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 Australian Privacy Principles and this policy

- External Healthcare Providers and services such as hospitals and community services
- 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 file, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- To establish, exercise or defend an equitable claim
- For confidential dispute resolution process
- When there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- During providing medical services using Digital health platforms such as My health Record and Healthlink
- Third party is not shared outside Australia without the patient's expressed consent
- Only people who need to access your information will be able to do so
- Other than while providing medical services or as otherwise described in the policy

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

You may request access to the personal information we hold about you. You can also request corrections to be made to it. Request for information is required to be done using a request form located at our reception desk. Fees are associated with this request and all requests will be actioned 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 current. You may also request that we correct or update your information either in writing addressed to Queens Park Medical Centre or with the receptionist at the time of visiting the practice.

What to do if you would like to make a complaint about breach of the Australian Privacy Principles?

If you have any concerns relating to this privacy policy or to make a complaint on the basis that we have breached the Australian Privacy Principles, please contact the Practice Manager on 08 9356 8993 or alternatively in writing to Queens Park Medical Centre at 339 Wharf Street, Queens Park WA 6107/

All complaints will be managed and resolved in accordance with our complaints resolution policy and procedure.

Complaints can also be made to OAIC (Office of the Australian Information Commissioner). Further information and their complaint procedure can be found as www.oaic.gov.au