

Queens Park Medical Centre Privacy Policy

Reviewed: January 2026

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 legislations in collecting and managing your personal information. It informs you how and when we collect your personal information, what that information is used for, who is allowed access to it and appropriate situations when it may be disclosed to other parties.

Consent

By attending Queens Park Medical Centre as a patient, 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?

The personal health information includes:

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

We strive to obtain accurate and comprehensive information so we can provide high-quality and safe care. If there is sensitive information that needs to be provided privately, it can be done with our doctors or practice nurse.

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

Our practice collects, maintains, uses and discloses personal information so that medical practitioners can provide you with appropriate care, treatment and service.

Your personal information is necessary to manage business-related activities such as financial claims and payments, practice audits, accreditation and other 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 by email, mail or SMS for:

- Important information about the products and services offered by our practice
- Responses to online enquiries or appointment requests
- Appointment reminders and confirmations, follow-ups to discuss test results and due dates for preventative health services such as immunisations, cervical screenings, annual health assessments and more

If you do not consent to being contacted by SMS, you may opt out at any time by notifying our practice in writing or notifying receptionists by visiting or phoning the practice.

We typically use emails to send and receive forms, referrals, care plans, billings and reports. It is also a form of communication with patients and other medical professionals. We do not use encrypted email and cannot guarantee

confidentiality of information sent by email. You may opt out of email communication by notifying our practice in writing or notifying receptionists by visiting or phoning the practice.

How do we collect your personal information?

We create a unique digital medical record for our patients. Every time a medical service is provided, new information is added to this record. Our practice may collect your personal information in several different ways:

- 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
- While providing medical services from our medical practitioners

In some circumstances, personal information may be collected from other sources. This is usually 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 services and pathology/diagnostic imaging services
- Health funds, 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 implement 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 with incorporated firewalls, virus protection, password updates, backups and ongoing maintenance of hardware and software
- Appropriate level of access to internal staff who have signed confidentiality agreements
- Safe use of the internet
- Building security and alarms
- Data encryption where all data is secured in Australia

AI Transcribing - Lyrebird

Lyrebird is an AI scribe for Medical Practitioners that securely listens in the background throughout your consultation, then intelligently generates notes for transfer into medical records. No audio is stored and all sound is deleted once the consultation ends. Your doctor will check the notes for accuracy before uploading them to your file.

Patients will be informed at the beginning of their consult if Lyrebird will be used and Medical Practitioners require their consent to use it. Lyrebird is full compliant with Australian healthcare regulations, including requirements set by the Therapeutic Goods Administration, and is regularly reviewed to stay up to date with evolving standard.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impractical for us to do so, or if we are required or authorised by law to identify individuals.

With whom and why would 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 Australian Privacy Principles and this policy

- With 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 life, health and safety – or public health and safety – and it is impractical to obtain the patient's consent
- To establish, exercise or defend an equitable claim
- For confidential dispute resolution processes
- When there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- While providing medical services using Digital health platforms such as My Health Record and Healthlink

Third party information is not shared outside Australia without patients' express consent. Only people who need access to your information will be able to do so unless otherwise described in this policy.

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

You may contact our receptionists to request access and corrections to be made for your personal information. There are many kinds of information and protocols for this:

- Basic details such as address and phone numbers can be updated by written request or reception after we confirm your identity. We will also occasionally verify that your personal information is correct and current
- Results and other correspondence can also be requested but require clearance from our doctors first as it might need to be discussed in an appointment
- Transferring your full record to another clinic requires you to fill out a Transfer of Medical Records form. Fees are associated with this request, and it will be actioned within a reasonable time

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

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 Principals, please contact the Practice Manager on 08 9356 8993 or alternatively write 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