

Managing Patient Health Information



Date of Policy	7th February 2019
Name of practice	Gladstone Region Aboriginal and Islander Community Controlled Health Service t/a Nhulundu Health Service
Purpose	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 (e.g. staff training).

What personal information do we collect?

The information we collect about you includes:

- Patient Demographics (Name, date of birth, addresses, contact details);
- Medical information (medical history, medications, allergies, adverse effects, immunisations, social history, family history and risk factors);
- Medicare number (where available) for identification and claiming purposes;
- Healthcare identifiers; and
- Health fund details (where applicable)

Dealing with us anonymously

Under the Privacy Act 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.



Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd.

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Phone. 07 4979 0992 | Fax. 07 4979 0967 | Email. info@nhulundu.com.au | www.nhulundu.com.au

How do we collect your personal information?

Our practice will collect your personal information:

- 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.
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us 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 practicable 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 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 APP's 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), MyHealthRecord/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.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms, such as electronic patient records, filmography and photographs from various community events.

Our practice ensures that all personal information is stored securely, by the use of passwords for our Medical Software for all users, all employees and contractors must sign confidentiality agreements.

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 to access their medical records. We require you to complete and submit our Access to Medical Records Request form (Patients of NHS) and our practice will respond within a reasonable time frame of 30 days. Upon our practice providing the requested records, an administration fee of \$45.00 may be charged.

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 your personal information held by our practice to ensure it is correct and up-to-date. You may also request that we correct or update your information, and you should make requests in writing to, Jenny Kerr, Practice Manager, or via email: reception@nhulundu.com.au

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

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to the following:

Matthew Cooke, Chief Executive Officer,
GRAICCHS
27-29 Goonoon St
PO Box 5158
Gladstone QLD 4680
info@nhulundu.com.au

We will then attempt to resolve it within a 30 day turn around (in accordance with our Complaints Policy).

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond, before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 336 002.