



Privacy Policy

1. Introduction

Our practice is committed to best practice in relation to the management of information we collect. This practice has developed a policy to protect patient privacy in compliance with the Privacy Act 1988 ('the Privacy Act').

2. What kinds of personal information do we collect?

The type of information we may collect and hold includes:

- Your name, address, date of birth, email and contact details
- Medicare number, DVA number and other government identifiers
- Other health information about you, including:
 - notes of your symptoms or diagnosis and the treatment given to you
 - your specialist reports and test results
 - your appointment and billing details
 - your prescriptions issued
 - information disclosed or discussed with our staff

3. How do we collect and hold personal information?

We will generally collect personal information:

- from you directly when you provide your details to us. This might be via a face to face discussion, telephone conversation, registration form or online form.
- from a person responsible for you.
- from third parties where the Privacy Act or other law allows it - this may include, but is not limited to: other members of your treating team, diagnostic centres, specialists, hospitals, the My Health Record system¹, electronic prescription services, Medicare, your health insurer, the Pharmaceutical Benefits Scheme & pharmacists.
- patient medical records are electronically stored securely onsite with encrypted backups performed on a nightly basis behind a network security firewall. Access to the electronic medical record is password protected.

¹ See: <https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/content/home>

4. Why do we collect, hold, use and disclose personal information?

In general, we collect, hold, use and disclose your personal information for the following purposes:

- to provide health services to you.
- to communicate with you in relation to the health service being provided to you.
- to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or mandatory reporting legislation.
- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts
- for consultations with other doctors and allied health professional involved in your healthcare;
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories
- for identification and insurance claiming
- If you have a My Health Record, to upload your personal information to, and download your personal information from, the My Health Record system.
- Information can also be disclosed through an electronic transfer of prescriptions service.
- To liaise with your health fund, government and regulatory bodies such as Medicare, the Department of Veteran's Affairs and the Office of the Australian Information Commissioner (OAIC) (if you make a privacy complaint to the OAIC), as necessary.

5. How can you access and correct your personal information?

You have a right to seek access to, and correction of the personal information which we hold about you. Please contact Practice Manager for access request. Reception staff can update information anytime at your request.

6. How do we manage your personal information?

Our staff are trained and required to respect and protect your privacy. We take reasonable steps to protect information held from misuse and loss and from unauthorised access.

This includes:

- Our staff sign confidentiality agreements
- Our practice uses confidential documents destruction bins relating to any paper copy after adding to your electronic file
- When sending your information to third parties listed within this policy, all efforts are made to use encrypted methods, unfortunately not all parties have this ability to send or receive in this manner. Confidentiality Notice is used in these circumstances.
- No payment / credit card details are kept after Eftpos payment made. If taking card details over the phone they are put directly into Eftpos machine and not written down or retained

7. Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing to the Practice Manager:

reception@gastrocare.com.au

Eldale Specialist centre

13 Eldale Avenue

Greensborough VIC 3088

We will normally respond to your request within 28 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

1300 363 992

privacy@oaic.gov.au

www.oaic.gov.au

8. Overseas disclosure

We will not transfer your personal and sensitive information to an overseas recipient unless we have your consent or we are required to do so by law.