

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: in secure electronic format, in protected information systems, as paper records stored in secure, locked on-site premises, or in areas where staff only has access, as visual (some X-rays and CT scans). Each staff member has his/her own secure password, and confidentiality agreements are signed by staff and contractors. Either our monitors are in areas where patients/visitors cannot see what's displayed, or we use the Windows Lock system as a screen saver.

#### 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 and our practice will respond within a reasonable time (e.g. 30 days) You will be advised in advance of fees that may be associated with providing this information, e.g. photocopying and registered postage.

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 is correct and current. You may also request that we correct or update your information, and you should make such requests either through reception or your general practitioner, or writing to the Practice Manager, Sandy Hill Medical Clinic, Suite 6, 220 Bay Road Sandringham VIC 3191

#### 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. We will then attempt to resolve it in accordance with our resolution procedure via email: [info@sandyhillmc.com.au](mailto:info@sandyhillmc.com.au), or in writing to the practice manager, Sandy Hill Medical Clinic, Suite 6, 220 Bay Road Sandringham VIC 3191 or by telephone call to the practice manager 03 9017 4743. We will acknowledge your communication as soon as possible and give a time frame for when to expect an answer.

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](http://www.oaic.gov.au) or call the OAIC on 1300 336 002. Or contact Health Complaints Commissioner <https://hcc.vic.gov.au/> 1300 582 113.

#### 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 unless we require or authorised by law only to deal with identified individuals. Note: The Privacy Act requires you to provide patient with the option of not identifying themselves, or of using pseudonyms, when dealing with you. (Australian Privacy Principal 2) unless it is impracticable for you to do so. Information about this should appear in the practice privacy policy or collection notice.

#### Privacy and our Website/Facebook

We do not collect personal information via our practice website or Facebook page. We use de-identified data to analyse google searches, and Facebook data. Reviews have been disabled for the Eastbound Facebook page.

#### Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur within State or Federal legislation. Patients are informed of these changes via our website.

Last reviewed: 01/05/2024





## Privacy Policy


### Practice Hours

Monday | 8am - 7pm  
Tuesday | 8am – 6pm  
Wednesday | 8am - 8pm  
Thursday | 8am - 8pm  
Friday | 8am – 4pm  
Saturday | 9am – 2pm

Hours are subject to doctor availability.

 Tel: 03 9017 4743  
 Fax: 03 9017 0395

### Location

 Suite 6, 220 Bay Road,  
Sandringham VIC 3191

### Website

 [www.sandyhillmc.com.au](http://www.sandyhillmc.com.au)

## Introduction

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.

When booked in for telehealth appointment, GP's will obtain informed consent for real-time audio visual recording, duplication and storage of information for documentation purposes.

## 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?

Patient health records are defined as comprehensive, accurate, and contemporaneous documents that contain information related to a patient's health and medical history. These records include but are not limited to:

- Personal details: Such as name, date of birth, contact information, and emergency contacts.
- Medical history: Including past illnesses, surgeries, and significant medical events.
- Medications: Current medications, dosage, and frequency of use.
- Allergies and adverse reactions: Any known allergies or sensitivities to medications, foods, or other substances.
- Immunizations: Record of vaccinations received, and dates administered.

- Family history: Information about the health history of the patient's immediate family members.
- Social history: Relevant social and lifestyle factors that may impact the patient's health, such as smoking status, alcohol consumption, and occupation.
- Clinical notes: Documentation of consultations, assessments, diagnoses, treatments, and referrals.
- Investigation results: Reports from laboratory tests, imaging studies, and other diagnostic procedures.
- Correspondence: Communication with other healthcare providers, specialists, and allied health professionals regarding the patient's care.

## 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.

When providing medical services, we may collect further personal information. Information can also be collected through Electronic Transfer of Prescriptions (eTP), Sandy Hill Medical Centre also participates in and gathers information from My Health Record, e.g. via Shared Health Summary, Event Summary.

We may also collect your personal information when you, send us an email or reply 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 Veteran's Affairs (as necessary).

## What do we share your personal information with and how?

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.
- We use customized templates for referral letters that are dynamically populated with relevant medical information based on the patient's condition and reason for referral. Automation can fill in fields such as diagnosis, treatment history, and medications, ensuring that the letter contains only pertinent details.
- 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)
- while providing medical services, through Electronic Transfer of Prescriptions (eTP), My Health Record (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.