

Rokeby GP Privacy Policy

Current as of: 21/02/2022

In 2014, privacy law reform introduced the *Australian Privacy Principles* (APPS) into the *Privacy Act 1998*. The reforms compliment the culture of confidentiality that exists in general practice which Rokeby GP abides by.

According to the above, an organisation may use or disclose personal health information for a purpose (the secondary purpose) which is directly related to the primary purpose of collection without seeking consent, but only if the individual would have a reasonable expectation that the information could be used or disclosed for that purpose. A directly related purpose includes the many activities necessary for the provision of a health service.

This privacy policy is an informative tool to you, as our patient, on how your personal information is collected and used within our practice, and the circumstances in which we may share it with third parties.

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal health information so they can provide you with the best possible healthcare. Only staff who need to access your personal information will be able to do so.

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 (eg staff training).

Rokeby GP discloses patient information to HotDoc only for the purposes of performing services Rokeby GP has engaged them to provide. This information is made available to patients clearly by including it on our new patient registration forms, website, waiting room and practice information leaflet. Patients may opt-out of HotDoc at any time by notifying the practice verbally or in writing, either format will be documented in the patient health records.

What type of information is collected?

The information we will collect about you includes:

- Name, date of birth, addresses, contact details
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.
- Medicare number, where available for identification and claiming purposes
- Healthcare identifiers
- Health fund details

How do we collect your personal information?

Rokeby GP collects your personal information in several ways:

- At your first appointment in the practice, staff will collect your personal and demographic information via your new patient registration form either manually or electronically via HotDoc.
- During the course of providing medical services, we may collect further personal information with your consent (eg My Health Record, Shared Health Summary, ETP).

- We may collect your personal information when you visit our website, send us an email or SMS, call us, or make an appointment online.
- In certain circumstances personal information may also be collected from other sources. In the case where it is not practical or reasonable to collect it from you directly. Sources include:
 - Your guardian or responsible person
 - Other healthcare providers such as specialists, allied health professional, hospitals, community health services and pathology and diagnostic services involved in your care.
 - Medicare or the Department of Veterans' Affairs (as necessary).

When why and with whom do we share your personal information?

- Third parties who work with Rokeby GP for business purposes, such as accreditation agencies or information technology providers. Who are obliged to comply with The Australian Privacy Principles and this policy
- With other healthcare providers involved in your care
- When required or authorised by law (such as court subpoenas)
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or public health or safety
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For the purpose of a confidential dispute resolution process
- When there is a statutory requirement to share certain personal information
- During the course of providing medical services such as eTP and My Health Record with your consent

Only people who 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.

How do we store and protect your personal information?

Rokeby GP provides auditory and visual privacy within the practice and no third party is to be present during a consultation without the patient's prior consent.

Your personal information is stored electronically at our practice, incoming paper records are scanned into your electronic health record and destroyed securely via shredding.

Rokeby GP stores all personal information securely in an electronic format protected via the use of information systems and passwords. All information stored in a hard copy format is stored in secured cabinets. All practice staff and contractors are informed of our privacy policy and have signed 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 access to their medical records. We require you to put this request in writing using our access to medical record forms and we will respond within 30

days. Access to medical records incurs a \$33 administration fee which is only charged for complying with the request.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date by verifying your personal information at appointments. You may also request that we correct or update your information, and you should make such requests in writing via info@rokebygp.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 using our contact details listed below. Our practice manager will be in touch with you regarding your concerns within 30 days.

E: info@rokebygp.com.au

T: 9381 4880

P: po box 2122 Subiaco WA 6904

You may also contact the OAIC, they 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 363 992.

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.

Privacy and our website

Our website contains links to HotDoc, HotDoc is a service provider engaged by Rokeby GP with a strict policy around how it handles patient information.

Hotdoc's mission is to enable the best possible patient experience. HotDoc does not believe in a business model that diminishes the patient experience in anyway such as passing on patient details to third parties.

Please find a link to Hotdoc's privacy policy here. HotDoc has a strict policy around how it handles patient data as summarised below:

- HotDoc does not pass on any patient data to 3rd parties
- HotDoc does not engage in 3rd party advertising
- HotDoc strictly abides by its company promise "We will respect the privacy of patient details and maintain strict confidentiality of any patient information that we handle."

Our website may contain links to other websites of interest. Please be advised that Rokeby GP is not responsible for the protection and privacy of any personal information which you may provide once you have left our website and that such sites are not governed by this privacy statement. You must exercise caution and read the privacy statement applicable to each website.

Rokeby GP uses traffic log cookies to identify and analyse data about web page traffic with the aim to tailor our website to our patients needs. Information is used for statistical analysis purposes and is permanently removed. Cookies do not give us access to your computer or any information about you,

only the data you choose to share with us. You can modify your browser settings to decline or approve cookies as you prefer.

Policy review statement

This privacy policy will be reviewed regularly to ensure that it is in accordance with any changes that may occur. Patients are asked to check the website for the most recent practice privacy policy.