

Privacy Policy



Westside Medical Centre

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PURPOSE

The Privacy Policy ensures that Westside Medical Centre protects the privacy of patients, and that the ways in which we deal with patients' personal information comply with the Australian Privacy Principles (or APPs) and Privacy Act 1988.

OUTCOMES

- Describing the collection, use and disclosure of personal information
- Clarifying the rights of individual patients to access their personal information
- Outlining security of personal information
- Managing a breach of privacy
- Maintaining currency of Privacy Policy

LEGISLATIVE REQUIREMENTS AND RESOURCES

- The Australian Privacy Principles (<https://www.oaic.gov.au/privacy/australian-privacy-principles>)
- The Privacy Act 1988 (<https://www.legislation.gov.au/Details/C2022C00199>)
- RACGP Standards for general practices 5th edition
- Accreditation under the National General practice Accreditation Scheme (January 2017)
- Australian Health Practitioner Regulation Agency (Ahpra)
- CoviU (telehealth consults via website) <https://www.coviu.com/en-au/privacy>
- HotDoc (online appointment bookings and script requests) <https://practices.HotDoc.com.au/privacy-policy/>

DESCRIPTION

We are committed to protecting the privacy and rights of patients in relation to their personal information. This privacy policy will help make it easy for you to understand the types of personal information we might handle, why and how we might collect, use, or disclose it, and your right to access or correct any personal information held by us.

What is personal information?

Personal information is any information that can identify you. This may include your name, date of birth, home address, telephone number, email address and occupation.

What personal information do we collect?

We may collect the following types of personal information:

- your name, address, and telephone number,
- your age and date of birth,
- your Medicare number, Veterans' Affairs number, Health Care Card number, health fund details or pension number,
- current drugs or treatments you use,
- information relevant to your medical care, including but not limited to medical history and family history,
- your ethnic background,
- details of any health service providers, medical specialists, copies of referrals, reports, letters, and investigations.

We may also collect information that is not personal information as it does not identify you. For example, collecting anonymous feedback, answers to surveys or aggregated information about how users use our website, Facebook page or online booking system (HotDoc).

How do we collect your personal information?

We collect personal information directly from you unless it is unreasonable or impractical to do so:

- when you complete a patient registration form,
- through your access and use of our website, Facebook page and online booking system (HotDoc),
- disclosed by you during a consultation.

We may also collect information from third parties:

- provided on behalf of you with your consent,
- from other health service providers,
- from your employer or prospective employer,
- from law enforcement agencies and other government entities.

Storing and protecting your personal information?

We take reasonable precautions to protect your personal information from misuse, unauthorized access, modification, loss, or disclosure. This includes securing our physical facility and electronic networks. Personal information is securely destroyed or de-identified when no longer required.

Our website is linked to the internet, and the internet is an inherently insecure channel for information exchange. Unfortunately, no data transmission over the Internet can be guaranteed as totally secure. Accordingly, although we strive to protect such information, we cannot ensure or warrant the security of any information that you transmit to us, and you do so at your own risk. Once we receive your transmission, we take reasonable steps to preserve the security of the information in our own systems. Appointment bookings, script and referral requests are managed by HotDoc. HotDoc uses standard industry encryption methods when storing and transferring Personal Information and has implemented monitoring and access controls which regulate who can access information. Your personal information will be stored in secure, encrypted electronic format and it will be stored in Australia. please refer to their Privacy Policy (<https://practices.HotDoc.com.au/privacy-policy/>). Our telehealth (video) consultations are powered by CoviU, who is HIPAA compliant and use end-to-end encryption (E2EE) to ensure that your data is always safe & secure. Please refer to the CoviU privacy policy (<https://www.coviu.com/en-au/privacy>).

Our website may contain links to other websites operated by third parties. We cannot guarantee nor take no responsibility for privacy practices of any third-party links.

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

We collect, hold, use and disclose your personal information for the following purposes:

- to provide and facilitate quality medical services and treatment to you,
- for administrative and billing purposes,
- to maintain updated records,
- to process and respond to complaints, concerns or enquiries made by you,

- to include you in our recall system,
- to report back to third party requests,
- to comply with any law, regulation, decision, or direction of a regulator.

Upon registering as a patient of Westside Medical Centre you provide consent for Westside Medical Centre staff, directly involved in your health care to access, and use your personal information when required. Your personal information will not be shared or disclosed as described in this Privacy Policy or as permitted under the Act.

How can you access and correct your personal information?

You may request access to any of your personal information via a written request addressed to your treating doctor or the practice manager. We will provide you with suitable means of access (e.g. by email or mailing it to you). We may charge you a fee to cover administrative and other reasonable costs when providing your personal health record.

There may be instances where we cannot permit you access to the personal information we hold; however, we will only do so in accordance with our rights and obligations under the Act.

If you believe that your personal information is incorrect, inaccurate, or incomplete, you may request to complete a *Change of Detail* form, available from reception.

What is the process for complaining about a breach of privacy?

If you believe your privacy has been breached, please inform us in writing, providing details of the incident, either through email: Ingrid.heyns@westsidemedical.com.au or mail: Practice Manager, 11 Highfields Circuit, Port Macquarie, NSW, 2444. The incident will be investigated, and we endeavor to resolve the issue within 30 days.

Changes to our privacy policy

The privacy policy will be reviewed annually or as needed. This policy was last updated on 12 July 2022.