

Tailored Medical Group

Privacy Policy

Current as of: 15th October 2018



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.

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 (eg staff training). Only with a signed request from yourself will your medical history be exported to another medical clinic for further care.

What personal information do we collect?

The information we will collect about you includes your:

- names, 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.

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. If you would like to deal with us under a pseudonym, please be aware that the full practice fee will be charged and no Medicare rebate can be returned, including any tests that need to be requested.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.

Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary and eHealth Summaries.

3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone

us, make an online appointment or communicate with us using social media.

4. 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 Veterans' Affairs (as necessary).

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

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
- when it is required or authorised by law (eg 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 (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (eg via Shared Health Summary)
- 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.

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. All records are stored electronically, individual documents requested to be picked up, including scripts and referrals are kept as a paper copy.

Our practice stores all personal information securely. Digital files are secured via a server connecting to the Cloud which performs regular backups, managed and maintained by our contracted offsite IT company. Authorised staff have individual passwords, changed every 4 months.

Hard copy documents are kept locked until the patient can pick up. If received externally, documents are kept locked until scanned to the patient file. Once processed, all hard copy documents are then secured in a locked shredding bin, collected monthly by a contracted shredding company.

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 by signing a medical release form and our practice will respond within 10 days, exported medical history may be sent to another medical clinic to continue your care with the permission from a Tailored Medical GP. For safety and security, your history is sent on disc in XML format via registered post. To cover these costs, we require payment of \$15.00 + GST which can be paid in the clinic or over the phone.

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 that 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 in writing to reception@tailoredmedical.com.au and the senior receptionist or Practice Manager will be in touch to confirm requested details have been updated.

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. If you would like to make a complaint, please email Claire at ctaylor@tailoredmedical.com.au or mail a letter to Tailored Medical, 53 Bay Street, Port Melbourne 3207 and you will be contacted within 7 days of receiving the written complaint. If you would like to speak with our Practice Manager, please call 03 9645 1367.

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 363 992.

Privacy and our website

Your details may be collected when booking a new patient appointment online or through our app, you and your family's details are kept safe with the highest security, maintained and managed by our contracted online booking company, HealthSite alongside our IT company, JOSE Health IT.

A copy of this privacy policy is also available on the Tailored Medical website, please visit tailoredmedical.com.au/patientinformation/ for more details. This privacy policy is reviewed regularly to ensure it is in accordance with any changes that may occur. Tailored Medical also endeavours to notify our patients wherever possible when amendments are made to this policy.