

## CHURINGA MEDICAL CENTRE

### EMAIL POLICY

Our email address is [admin@churimed.com.au](mailto:admin@churimed.com.au). You can use this email to communicate with our practice subject to the warning below. We aim to respond to emails within 2 business days of receipt. If you require a more urgent response, please call the clinic on 9722-9888.

#### WARNING REGARDING THE SECURITY OF EMAIL

COMMUNICATIONS: Please note that our email service is not encrypted and therefore we cannot guarantee the security of our email communications. There is a risk that emails and/or attachments could be read by someone other than the intended recipient (for example as a result of worldwide hacking or because someone else has access to your email account).

#### CHURINGA MEDICAL CENTRE PRIVACY POLICY]

This practice is committed to maintaining the confidentiality of your health information. We comply with the provisions of the Victorian Health Act which regulates the manner in which your personal information is handled.

This privacy policy is to provide information to you, the patient, on how your personal information (which includes your health information) is collected and used within the practice, and the circumstances in which we may share it with a third party.

#### **WHY AND WHEN YOUR CONSENT IS NECESSARY**

When you register as a patient of this practice, you provide consent for the GP's 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 or anything else, we will seek additional consent from you to do this.

#### **WHY DO WE COLLECT, USE, HOLD AND SHARE YOUR PERSONAL INFORMATION:**

The practice will need to collect your personal information to provide healthcare services to you. The 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**

- The information we will collect about you includes;
- Name, date of birth, address, contact details
- Medical information including medical history, medications, allergies, adverse events, immunizations, social history, family history and risk factors
- Medicare number for identification and claiming purposes
- Healthcare identifiers
- Health fund details.

## **HOW DO WE COLLECT YOUR INFORMATION?**

The practice will collect your personal information:

1. When you first make an appointment the practice staff will collect your personal and demographic information via your registration form
2. During the course of providing medical services, we may collect further personal information. Information can also be collected through Electronic Transfer of Prescriptions, My Health Record system. The practice participates in all of these eHealth services.
3. We may also collect your personal information when you visit our website, telephone us or make an appointment.
4. In some circumstances personal information may also come from other sources. Often this is because it is not practical or reasonable to collect it directly from you. This may include information from:
  - Your guardian or responsible person
  - Other involves healthcare providers, such as specialists, allied health professionals, hospitals, community health services, pathology and diagnostic imaging services.

- Medicare or Department of Veterans Affairs (as necessary).

## **WHO DO WE SHARE YOUR INFORMATION WITH?**

- We sometimes share your personal information:
- With third parties who work with the 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 authorized 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 a 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)
- During the course of providing medical services, through Electronic Transfer of Prescriptions (etp), My Health Record system. The practice participates in these eHealth services.

Only people that need access to your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, the 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.

The practice will not use your personal information for marketing any of our goods or services without your

express consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

### **HOW DO WE STORE AND PROTECT YOUR INFORMATION?**

Your personal information may be stored at the practice in varying forms including electronic records, and visual media (X-rays, CT scans)

The practice stores all personal information securely, in protected information systems and in hard copy format in a secured environment. Your information is protected by the use of Passwords, confidential agreements for staff and contactors.

### **PRIVACY AND USE OF SMS**

The practice utilizes SMS to send reminders for appointments. The process is conducted with appropriate regard to privacy. However, it is important for you to understand that there are inherent risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. If you do not wish to receive SMS reminders, please inform us to opt you out.

### **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.

The practice acknowledges patients may request access to their medical records. We require you to put this in writing and submit to reception, either by mail or in person and the practice will respond within 30 days. A small fee to cover labor/and or stationery costs will be payable.

The practice takes reasonable steps to correct your personal information where the information is not accurate or out of date.

