

Privacy Policy

Introduction

The purpose of this document is to outline how the UniSA Health Medical Clinic complies with its confidentiality and privacy obligations. As an organisation, UniSA Health Medical Clinic principal concern is and always will be the health of patients who visit our practice. A high level of trust and confidentiality is required to ensure the confidence of the patients we serve.

Patients will be assured that:

- their privacy will be protected when visiting the Clinic,
- the information collected and retained in our records is correct and up-to-date, and
- that they can access their information for review.
- Health information

UniSA Health Medical Clinic recognises that the information we collect is often of a highly sensitive nature and as an organisation we have adopted the highest privacy compliance standards relevant to General Practice to ensure personal information is protected.

For administrative and billing purposes, and to enable the patients to be attended to by other medical practitioners at UniSA Health Medical Clinic, patient information is shared between the medical practitioners and other health providers at the Clinic. UniSA Health Medical Clinic and the medical practitioners may collect personal information regarding patients (including health information) for the purpose of providing medical services and treatment.

Personal information collected will generally include:

- the patient's name, address, telephone number and Medicare number,
- current drugs or treatments used by the patient,
- previous/current medical history, including, where clinically relevant, a family medical history, and
- the name of any health service provider or medical specialist to whom the patient is referred, copies of any letters of referrals and copies of any reports back.

UniSA Health Medical Clinic may access information:

- provided directly by the patient,
- provided on the patient's behalf with the patient's consent,
- from a health service provider who refers the patient to medical practitioners providing services at or from UniSA Health Medical Clinic, or from health service providers to whom patients are referred

Use or disclosure of personal information

Personal information collected by UniSA Health Medical Clinic may be used or disclosed:

- for the purpose advised to the patient at the time of collection of the information,
- as required for delivery of the health service to the patient,
- as required for the ordinary operation of our services (i.e. to refer the patient to a medical specialist or other health service provider),
- as required under compulsion of law, or
- where there is a serious and imminent threat to an individual's life, health, or safety; or a serious threat to public health or public safety.

UniSA Health Medical Clinic may use or disclose personal information for quality assurance, training, billing, liaising with government offices regarding Medicare entitlements and payments and as may be required by the Medical Centre's insurers.

UniSA Health Medical Clinic will not use your personal information for SMS or email promotional messaging which is not related to your health care.

Overseas Transfer of Data

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by law.

Data Quality and Security

We will take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. For this purpose, our staff may ask you to confirm that your contact details are correct when you attend a consultation. We request that you let us know if any of the information we hold about you is incorrect or out of date.

Personal information that we hold is protected by:

- securing our premises;
- placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure; and
- providing locked cabinets and rooms for the storage of physical records.

UniSA Health Medical Clinic engages an accredited IT Company to ensure that we continually meet the RACGP Computer and Information Security standards for Healthcare organisations which includes but is not limited to:

- Risk assessment of our information security systems
- Reliable and timely backups of information
- Reliable computer network perimeter controls and protection against malware and viruses

UniSA Health Medical Clinic requires its employees to observe obligations of confidentiality in the course of their employment with all staff/contractors signing Confidentiality Agreements and completing training in maintaining confidentiality and privacy of our patients.

Corrections

If you believe that the information we have about you is not accurate, complete or up to date, we ask that you contact us in writing (see details below) or make an appointment to discuss with this your doctor.

Notifiable Data Breaches Scheme

From 22 February 2018, if a breach of personal information (data) occurs in our practice, we must notify the individuals involved and the Office of the Australian Information Commissioner (OAIC).

This is known as the Notifiable Data Breaches scheme. We must notify the individuals involved and the OAIC if:

- personal information is: lost; accessed by an unauthorised person or disclosed to an unauthorised person; and
- this is likely to result in serious harm to someone; and

- we can't take steps to prevent the risk of serious harm

How long are medical records kept?

UniSA Health Medical Clinic keeps health information for a minimum of 7 years from the date of last entry in the patient records unless the patient is / was a child in which case the record must be kept until the patient attains or would have attained 25 years of age.

Accessing your information

You are entitled to request access to your medical records. We request that you put your request in writing and we will respond to it within a reasonable time.

There may be a fee for the administrative costs of retrieving and providing you with copies of your medical records. Access may also be granted via an appointment with your doctor.

We may deny access to your medical records in certain circumstances permitted by law, for example, if disclosure may cause a serious threat to your or another person's health or safety. We will always tell you why access is denied and the options you have to respond to our decision.

Email communication with patients

The practice has an email account for communication with our suppliers and patients. This email is not monitored 24/7 and should never be used for medical emergencies or urgent medical conditions. It is our preference that patients may appointments online or call the clinic rather than emailing the clinic.

Whilst every effort is taken to maintain the confidentiality of information sent via email, this information is not encrypted, and therefore we cannot guarantee the security of an information sent via email. This option of communication is only used where all other methods have been explored and are not possible in this circumstance, this may be due to the time when the information is required or physical location of the patient (overseas or interstate).

Patients requesting medical information sent via email are required to

- put their request for clinical information in writing
- acknowledge that the emailing clinical information is not secure and that they accept the risks associated with using this form of communication
- be appropriately identified by the practice team before sending

Note that copies of test results and investigations are only released after the patient has received the result from the doctor or practice nurse.

Email communication with a third parties

Where possible our practice uses encrypted messaging services when communicating electronically with third party providers. We do not use email to communicate clinical information to third party healthcare suppliers unless we have your written consent.

Patients wishing copies of clinical information to be forward to third party via email should follow the procedure above and include the information and email address of the third party in their application.

Can I transfer my medical records to a new medical practitioner?

Patients have the right to attend a medical practitioner of their choice and are free to leave a practice and attend another if they wish.

How do I arrange this?

There is a professional obligation for a medical practitioner to provide a new treating medical practitioner with all of the information that they need to take over a patient's care.

This is usually done by the patient completing a 'transfer of file' form and producing an original source of identification for the receptionist to make a copy of.

When a patient request that their health records be transferred to a medical practitioner outside UniSA Health Medical Clinic, the medical practitioner has an obligation to provide a copy or summary of the patient health record in a timely manner to facilitate care of the patient.

For medico-legal reasons, our practice retains the original record and provides the new medical practitioner with a summary or a copy. If a summary of the patient's health record is provided to the new medical practitioner, a copy of the summary should be kept on file for record purposes.

A patient can also have a copy of his/her medical records transferred by asking the new medical practitioner to arrange for the transfer of records from the previous treating medical practitioner. The patient will still have to provide written consent for the records to be transferred.

Can the doctor charge for the handing over of medical records?

Some medical practitioners may charge a fee for handling and copying their records to cover the administrative costs involved. The previous medical practitioner may charge a fee for providing a summary, especially if a patient's medical history is long and/or complex.

Our practice charges \$30 fee to cover photocopying or USB devices and for sending the information via registered post.

Website privacy

UniSA Health Medical Clinic's website contains links to other sites. Please be aware that UniSA Health Medical Clinic is not responsible for the privacy practices of any linked sites. We encourage users who leave our site to read the privacy statements of each and every linked website that they choose to visit. All links to external sites are provided for your convenience. The information, products and advertisements contained in the linked sites are neither approved nor endorsed by UniSA Health Medical Clinic, and UniSA Health Medical Clinic is not responsible for such information, products or advertisements.

Your privacy is important to us and we want you to feel comfortable visiting our website. Any personal information that patients provide to us, including e-mail addresses, will be used only in the following ways:

- personal data given to us by you will be securely stored,
- we will not provide your personal data to any third party without your permission,
- we do not automatically collect your personal e-mail address simply because you visit our site,
- if we join with a third party to provide services and you sign up for those services, we will share your name and other contact information necessary for our partner to provide the services to you,
- if you view specific pages or download information from specific pages on our website, we will track and add the number of your visits to the aggregate number of visits by all users in order to better design our website,
- we may share aggregate demographic information with our affiliates. This is not linked to any personal information that can identify you or any other visitor to our web site.

By using UniSA Health Medical Clinic's website, you consent to the collection and use of your personal information as detailed in this Privacy Policy. We will post any changes to this Privacy Policy on our website so that you are kept up to date with the type of information we collect and the ways in which we use it.

Changes to the Privacy Policy

UniSA Health Medical Clinic has the right to change the Privacy Policy at any time. If there are updates to UniSA Health Medical Clinic Privacy Policy, we will address the changes promptly and update the revision date of this document.

Obtaining further information

If patients require more information regarding UniSA Health Medical Clinic, its services and facilities, they can:

- ask a staff member,
- access UniSA Health Medical Clinic website, or
- take a copy of UniSA Health Medical Clinic's 'Practice Information Sheet' located at Reception.

Complaints

If you have a complaint about the privacy of your personal information (including complaints about our use of the Myhealth record system), we request that you contact us in writing. Upon receipt of a complaint we will consider the details and attempt to resolve it in accordance with our complaints handling procedures.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner in your State or Territory.

Contact information

If you have any queries regarding our Privacy Policy, please contact:

The Privacy Officer/Manager

UniSA Health Medical Clinic

GPO Box 2471, CEA-29 Adelaide SA 5000

Or by, visiting our website you can submit a compliment, complaint or suggestion at www.unisamedical.com.au

Disclaimer

While we make every effort to protect your privacy, we may need to disclose personal information when required by law where we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process served on our company or site.