

INFORMATION ON YOUR PRIVACY AND ACCESSING YOUR MEDICAL RECORDS



Your Privacy

This document is to provide privacy information to you, our patient, on how your personal information (which includes your health information) is collected and used within RFDS SE, 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 ours, you provide consent for our clinicians and practice teams 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?

We 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).

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 and 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.

How do we collect your personal information?

We may collect your personal information in several different ways.

- When you make your first appointment we will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information.
- Such as electronic transfer of prescriptions (eTP), My Health Record
- We may also collect your personal information when you receive SMS or telephone us
- 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 us for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with Australian Privacy Principles (APP's) 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, Event Summary)

Only people who need to access your information will be able to do so. Other than in the course of providing health services or as otherwise described in this document, we 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. We 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 us in writing.

How do we store and protect your personal information?

Your personal information may be stored in various forms. Such as via electronic medical records systems and paper based systems. We store all personal information securely.

How can you access and correct your personal information?

You have the right to request access to, and correction of, your personal information. We acknowledges patients may request access to their medical records. We require you to put this request in writing via the request for medical information form and we will respond generally within a 30 days. In some circumstance fees that may be associated with providing this information.

We 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 us is correct and current. You may also request that we correct or update your information, and you should make such requests in consultation with your main health service provider.

How can you lodge a privacy-related complaint, and how will the complaint be handled?

We take complaints and concerns regarding privacy seriously. We will attempt to resolve it in accordance with our Complaints Management Policy and procedure. Please speak with your health care provider if you have concerns, they will be able to provide you with information on how to make a complaint.

Alternatively, you can email **Communityfeedback@fdsse.org.au**

You can also contact the Office of the Australian Information Commissioner (OAIC) with any privacy related concerns. 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.

You can also contact the Health Care Complaints Commission on 1800 043 159 or visit <https://www.hccc.nsw.gov.au/>

Please submit any requests for medical information or concerns to **PrivacyOfficer@fdsse.org.au**