



Queen Street Medical Centre's privacy policy

Current as of: 23/05/2022

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).

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details including the details of an emergency contact person
- 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 (if applicable).

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. (*The Privacy Act, APP 2*).

How do we collect your personal information?

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

1. When you first attend an 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 My Health Record, Department of Human Services (Medicare) and national databases such as the Australian Immunisation Register and National Cancer Screening Registry.
3. We may also collect your personal information when you send us an email, 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 healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
- Medicare, or the Department of Veterans' Affairs or your health fund (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 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 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 may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We provide de-identified data to our local Primary Health Network on a quarterly basis and may at times provide de-identified data to other organisations to improve population health outcomes, for example if we are involved in research projects. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information is stored at our Practice in electronic format. From time to time we may receive paper-based correspondence which is scanned into your electronic file and destroyed.

Our practice stores all personal information securely ensuring we have a secure information technology network, including access controls and an appropriate level of cyber security as well confidentiality agreements for staff and contractors and physical access restrictions to the property after hours.

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 or via email and address directly to our Practice Manager (manager@queenstmed.com.au). Our practice will respond within 7 days and advise of an appropriate timeframe for receiving your personal information, based on the size of file and format in which you wish to receive the records.

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 our Practice Manager.

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.

Please address your complaint to our Practice Manager.

Email: manager@queenstmed.com.au

Phone: 07 3229 9355

Mail: Queen Street Medical Centre
Level 6, 141 Queen St
Brisbane City Q 4000.

We will endeavor to acknowledge receipt of your complaint within 7 days and allow up to 30 days for a response.

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.

Policy review statement

This policy is reviewed annually to ensure that our Practices keeps up to date with the correct legislation, rights and responsibilities of our Practice.