



BURTON Street Family Practice

Privacy Policy

Updated July 2023

Introduction

Burton Street Family Practice is committed to ensuring your personal information is professionally managed in accordance with all Australian Privacy Principles (APPs). 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 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 (e.g. staff training).

What personal information we collect

The personal information we will collect and hold includes:

1. Your name, address, date of birth, and contact details
2. Medical information including medical history, social history and family history, risk factors, medications, allergies, adverse events and immunisations
3. Medicare or DVA number (where available) for identification and claiming purposes
4. Drivers Licence or Passport (where available) for identification
5. Healthcare identifiers
6. Private 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 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. In the course of providing medical services, we may collect further personal information from your My Health Record (via Shared Health Summary, Event Summary), the electronic transfer of prescriptions (eTP)
3. We may also collect your personal information when you visit our website, send us an email, telephone us, make an online appointment

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).

Who we share your personal information with and when

We sometimes share your personal information:

1. With other healthcare providers
2. Third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers, as well as the Primary Health Network (WAPHA), who use de-identified data for service planning, reporting and population health needs. These third parties are required to comply with APPs and this policy. The information is secure, patients cannot be identified and the information is stored within Australia
3. When it is required or authorised by law (e.g. court subpoenas)
4. 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
5. To assist in locating a missing person
6. To establish, exercise or defend an equitable claim
7. For confidential dispute resolution process
8. When there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
9. During the course of providing medical services, through My Health Record (e.g. Shared Health Summary, Event Summary), or Electronic Transfer of Prescriptions (eTP).

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.

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.

If you do not consent to your de-identified data being shared with WAPHA for service planning, reporting and population health needs, you may opt-out by notifying our practice in writing.

How we store and protect your personal information

Your personal information may be stored at our practice in various forms as paper records, electronic records, audio recordings, x-rays, CT scans, videos and photographs.

Our practice stores all personal information securely, and has strict protocols and policies to ensure your personal information is protected from misuse, loss, interference or unauthorised access. Electronic format is encrypted and password protected, and hard copy records and information is stored in a secure environment.

All doctors and staff must sign confidentiality agreements before commencing at our practice.

How you can access and correct your personal information at our practice

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 have the right to correct personal information that we hold about you in electronic or hard copy format. You may correct your personal information by completing the *Update Patient Information Form* available on our website or at our practice from reception, or by contacting our practice on 9458 4558.

Our practice acknowledges patients may request access to their medical records. We request patients complete a *Request for Personal Health Information* which outlines the type of information being requested and in what format the patient requests to receive the information. Completion of this form ensures correct processing is undertaken and appropriate consent is obtained, particularly where the patient is requesting their information be sent to them through an unsecured method (i.e. facsimile, mail, email). You can obtain a *Request for Personal Health Information* from our reception staff. Our practice will respond within 30 days from the date of receipt.

While we do not charge an application or processing fee, you may be charged administration, photocopying or other fees to reasonably cover our costs in fulfilling your request.

How you can lodge a privacy-related complaint and how it will be handled

If you have any concerns about your privacy or wish to make a complaint about a privacy breach, you may contact our practice manager by telephone on 9458 4558, by email at reception@burtonst.com.au or by mail to 23 Burton Street, Bentley WA 6102. You will need to provide us with sufficient details regarding your complaint together with any supporting information. We take complaints and concerns regarding privacy seriously and will take steps to investigate the issue and notify you in writing of the outcome within 30 days from the receipt date of the original written complaint.

If you are not satisfied with our response, you can contact us directly to discuss your concerns further, or lodge a complaint with the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling on 1300 363 992.

Privacy and our website

Whenever you visit our website our Internet Service Provider/Hosting Provider will record your computer's Internet Protocol (IP) address, domain name, the date and time of your visit, the pages viewed, the time spent on each page and the information you download. We use this non-identified information to understand how our visitors use our site to improve navigation and design features.

This site uses cookies to improve your experience on our site. A cookie is a small text file that is stored on your computer to remember your preferences. You can delete cookies from your hard drive at any time. Our website also uses Google Analytics to track website usage, which allows us to make website design and writing improvements.

Policy review statement

Burton Street Family Practice will review this privacy policy regularly to ensure it is in accordance with changes to the *Privacy Act 1988*, Australian Privacy Principles, and the Office of the Australian Information Commissioner (OAIC). Patients will be notified of any changes via our website and our handout hard copy Privacy Policy available at our practice from reception.