



Tenambit Medical Centre Privacy Policy

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 our practice, and the circumstances in which we may share it with third parties.

Why and when is your consent necessary?

When you register as a patient at 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 health care. 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 (e.g. 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 processes
- Healthcare identifiers
- Health fund details

Dealing with us anonymously.

You have a right to deal with us anonymously or under a pseudonym unless it is impactable for us to do so or unless we require or authorised by law to only deal with identified individuals.

How do 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. During the course of providing medical services, we may collect further personal information.
3. We may also collect your personal information when you send us an email or SMS, Telephone use, 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's 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 veteran's 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 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 (e.g. court subpoenas)
- When it is necessary to lessen or prevent a serious threat to a patient's life, health history or safety or public health or safety, or it is impactable to obtain the patients 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 My Health Record or Escripts (e.g. via Shared Health Summary, Event Summary)

Only people who 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, our practice will not share personal information with any third party without your consent.

We will not share your information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your information for marketing any of our goods or services directly to you without 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 service we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patient 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 your personal information?

We store your personal information including health history on computers which is backed up to a server. This information cannot be accessed by anyone but a staff member of TMC unless prior consent is given.

Our practice stores all information securely. Best Practice medical software is a secure medical software for holding patient records, appointment book, results etc. It is password protected. All computers in the practice are password protected. These passwords are only available to TMC staff.

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

You have a 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 and our practice will respond within a 30-day period.

Tenambit Medical centre does charge a \$15 administration fee to cover the cost of supplies used to print/export your medical file.

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 to verify that your personal information held by our practice is current and correct. You may also request we correct or update your information, and you should make such requests in writing and email reception@tenambitmedical.net.au or drop the request into our admin staff.

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 are having in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please address complaint letters to:

Practice Manager
Tenambit Medical Centre
61 Maize street

Tenambit NSW 2323
PH: 02 4933 3566
Fax: 02 4933 8655

Our practice manager will contact you to discuss the complaint and concerns within 14 days of receiving the complaint.

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

Privacy and our Website.

A copy of this privacy policy can be found on the practice website www.tenambitmedical.net.au. Tenambit Medical Centre does not collect personal information from our website. We do not collect information or interact with patients on our Facebook page. The Tenambit Medical Centre Facebook page is used to update our patients and local community about changes to the practice.

Policy Review Statement.

This privacy policy will be reviewed monthly to ensure it is in accordance with any changes that may occur. We will notify our patients of any changes to our privacy policy by updating the policy on our website as well as putting notices in our waiting room of the changes along with a copy of the updated privacy policy.